



Non-Emergency Medical Transportation Survey

2000

Charles Gallia, Evaluation Research Coordinator
Oregon Department of Human Services
Office of Medical Assistance Programs
500 Summer Street NE, E-35
Salem, Oregon 97301-1077

OVERVIEW

The Oregon Department of Human Services, Office of Medical Assistance Programs (OMAP) is responsible for administering the Oregon Health Plan (OHP)-- Oregon's Medicaid program. OMAP is responsible for providing non-emergency medical transportation services for Oregon's Medicaid population. Assessing customer satisfaction by survey is one of the methods that is used to evaluate services provided as part of the **OHP**. This report summarizes the results of a survey of customer satisfaction with the non-emergency medical transportation service program.

This summary report presents background information on the survey, a brief analysis of the survey data, and a description of the survey responses. The responses are separated into three sections: 1) summaries of the responses by question, 2) question responses were separated by Phase I and Phase II (phases I and II are program eligibility categories), 3) and comparisons between this year's results and prior years. Copies of the cover letters for the survey appear as Appendix A, Appendix B contains examples of the questionnaires, Appendix C lists the verbatim responses to open ended question, and Appendix D contains the unweighted frequencies.

Background

The Non-emergency Medical Transportation Customer Satisfaction survey has been conducted in the Tri-county area (Multnomah, Clackamas, and Washington counties) since 1996. The Tri-county area is the most densely populated region of Oregon. Tri-met is a public agency that provides mass transportation services in urban portions of the Tri-county area. Tri-met has an agreement with OMAP to provide transportation brokerage service in the Tri-county area.

The Tri-county Transportation Advisory Group provides policy guidance to Tri-met and OMAP regarding non-emergency medical transportation services in the Tri-county area. The advisory group is composed of representatives from state, county, and private non-profit social service agencies, as well as consumers and advocates. The advisory group provided direction for the survey.

The goal of the survey was to evaluate customer satisfaction with the non-emergency transportation brokerage program. Oregon State University's Survey Research Center administered this year's survey through an intergovernmental agreement with the Oregon Department of Human Services, Office of Medical Assistance Programs.

Methodology

Oregon Health Plan clients who used the Non-Emergency Medical Transportation Program were asked to assess their satisfaction with the transportation brokerage program. People must have used the medical, transportation service at least once between June 1 to November 30, 2000 to be eligible for selection in this study. The populations surveyed were the Phase I population (TANF, pregnant women, children, *CHIP*) and the Phase II population (seniors and people with disabilities). In order to assess satisfaction within each population, a sample of users within each phase were selected to complete this survey. OMAP selected a random sample of 1000 per phase. The survey was conducted by the Survey Research Center at Oregon State University from January, 2001 through March, 2001.

Analysis

In general, customers continue to be satisfied with the service they receive through the non-emergency medical transportation brokerage program. It also appears that satisfaction levels have increased. Although direct statistical comparisons cannot be made because of changes in the response choices, satisfaction continues to improve.¹ Trends also show improvement in picking up customers on time and improvement in getting the customer to their appointment on time.

However, there has been a decline in those who said that they got to their appointments “always or most of the time.” There has also been an increase in denying service. Respondents indicated that service was denied for some “other reason” more often than the response categories that were provided. The non-emergency medical transportation advisory group chose to explore the latter question and response further using focus groups made up of representatives from agencies, facilities, and programs whose clients use the brokerage.

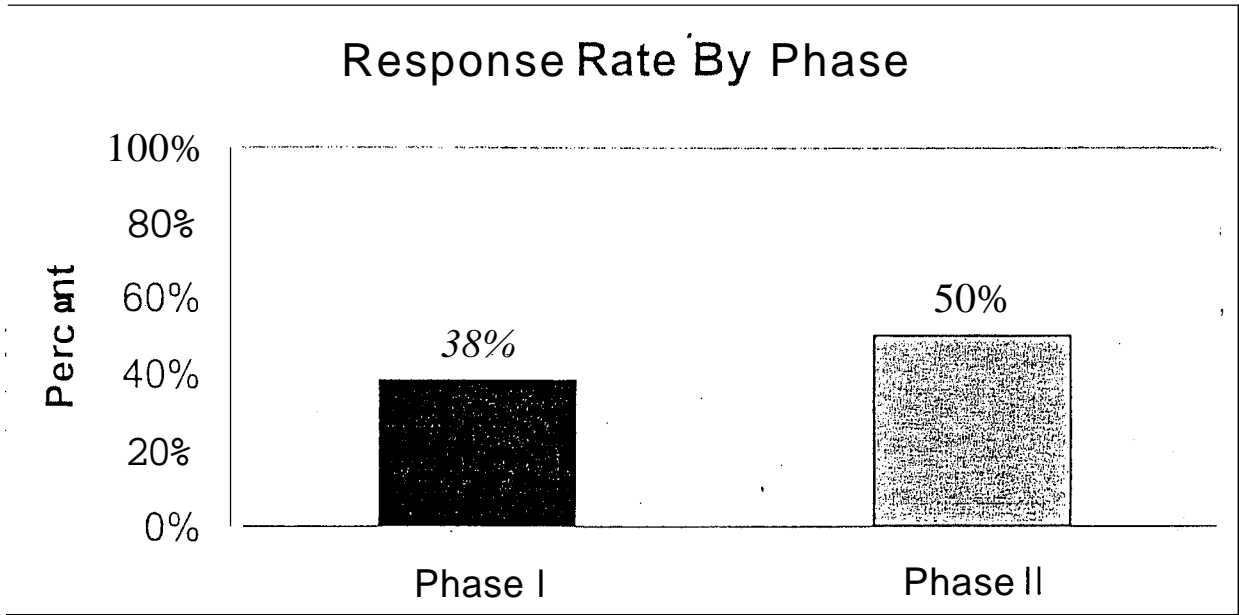
¹ For the overall rating question, the response scales were changed. The “very good” response option was omitted in the 2000 version.

RESULTS

Response Rates

One way to make sure that the responses given by people who responded to the survey are similar to what might be expected for the whole group is to look at response rates. The overall response rate was 44.3%. The response rates for Phase I and Phase II populations were compared based on race, ethnicity, age, and gender. Different response rates were found for some characteristics in both phases. For some groupings, response rates differed for one phase but not the other. The graph below (Response Rate by Phase) shows that the overall response rate for Phase I was 38.3% and 49.9% for Phase II. There were 758 responses overall.

The Phase I population had a similar response rate across gender, but there was a 9% higher response rate for females as compared to males for Phase II. African Americans were less likely to respond than Whites for Phase I and for Phase II. Hispanics responded at a similar rate to Whites. The response rate for Hispanics was 1% and 0.3% lower than Whites in Phase I and Phase II, respectively. Response rates varied by age group for both Phase I and Phase II. For Phase I, the 61-70 year olds had the highest response rate, 67% versus just 27% for the 0-20 year olds². For Phase II, the 51-60 year olds had the highest response rate at 38.9% while the 20-30 year old group had the lowest response rate at 28.9%.

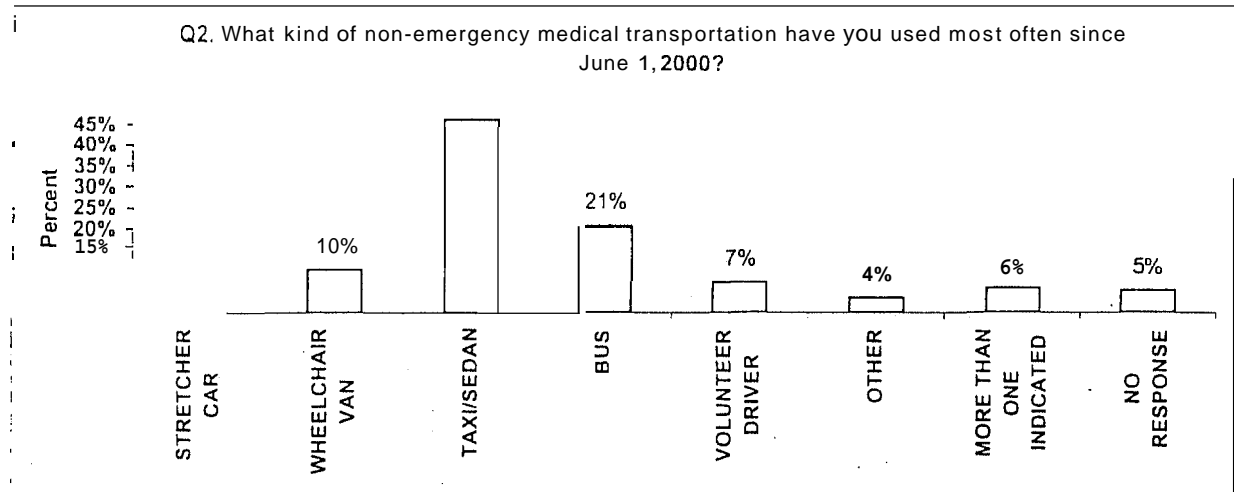


² Parents, guardians and caregivers responded for Certain populations, children for example

The research also explored the relationship between response rates and ‘type face’ or font. Four versions of the questionnaire were randomly distributed to the Phase II sample. Although there was some numerical difference in response rates, the differences were not statistically significant.

Responses to Questions

While not all responses to all questions follow, key question and responses are presented.³ Question 2 asked what form of medical transportation people used most often. Forty-six percent (308) of the respondents indicated they used a taxi or sedan most often. The bus was used the second most frequently at 21%. A stretcher car was used the least often.

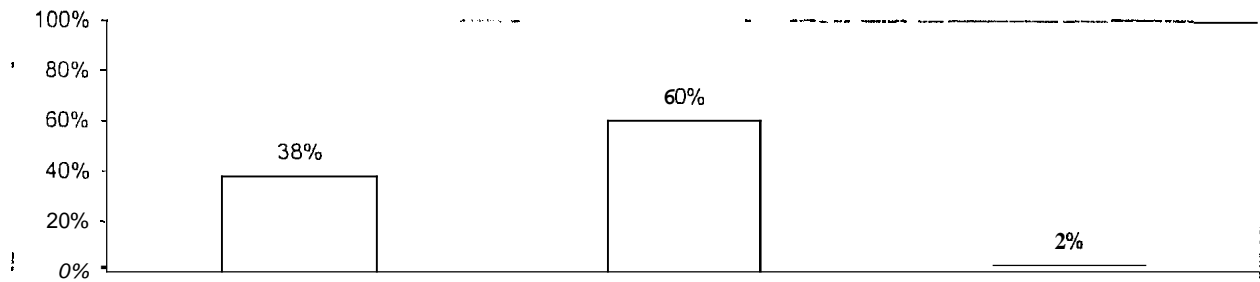


Getting Service

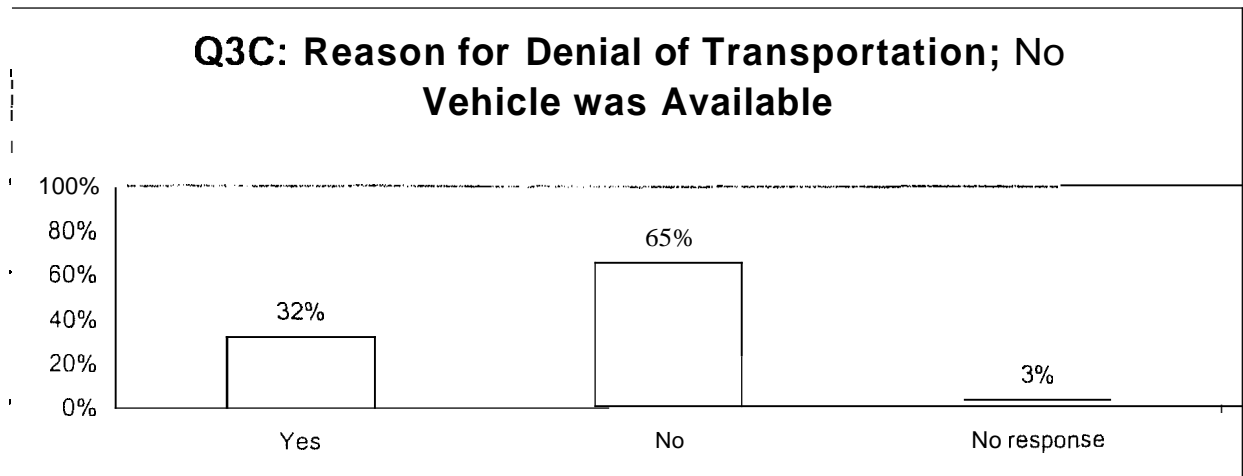
Several questions asked why the respondent was denied a ride with the medical transportation. Overall, the most common response to why an individual's ride was denied was that the request was too late (Q3A). The second most common explanation was that no vehicle was available (Q3C) followed by the participant not being eligible to receive a ride (Q3B). Weather and verification of appointment was used less frequently as a reason for denial of medical transportation. The frequencies for each of the six reasons of denial of medical transportation are illustrated below.

³ Question 1, for example, was not summarized, it asked if people had used the service during the study period. Five people that returned the survey indicated they had not used the service in the study period.

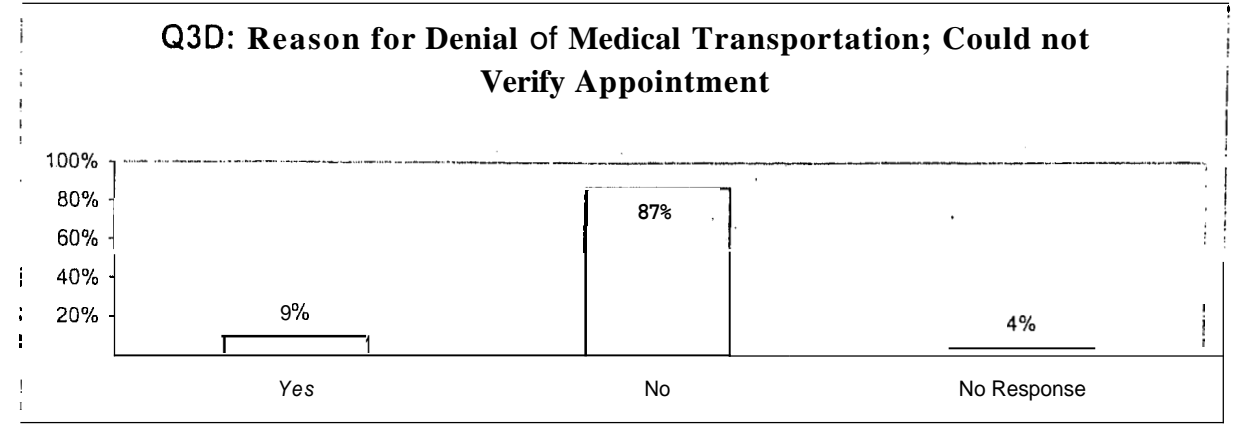
Question **3A** asked whether or not the request for transportation was too late as a reason for denial. Thirty-eight percent (52) of the participants responded that the brokerage service had told them their request ~~was~~ too late while the majority of respondents (60%) indicated that this was not a reason for denial of medical transportation. One hundred thirty-five said yes--they had been denied request, while 524 said no.



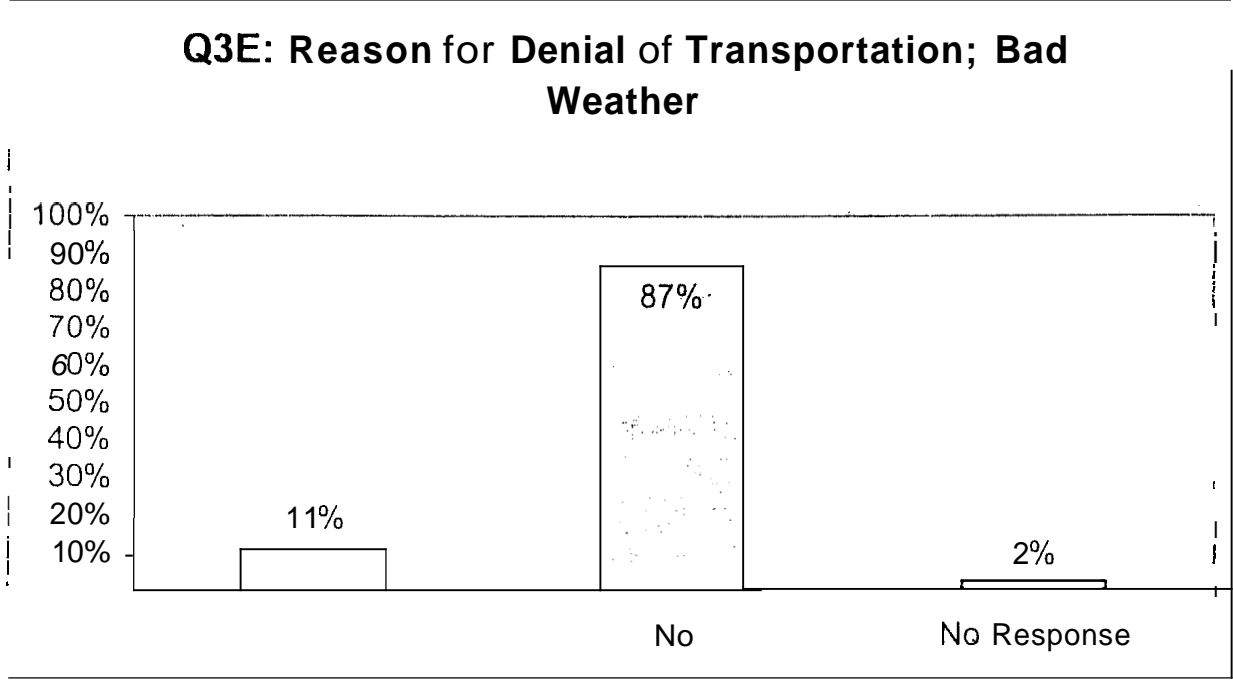
A large portion of individuals was told that a vehicle was not available for medical transportation (Q3C). About 32% (**43**) indicated that this was a reason for denial of transportation.



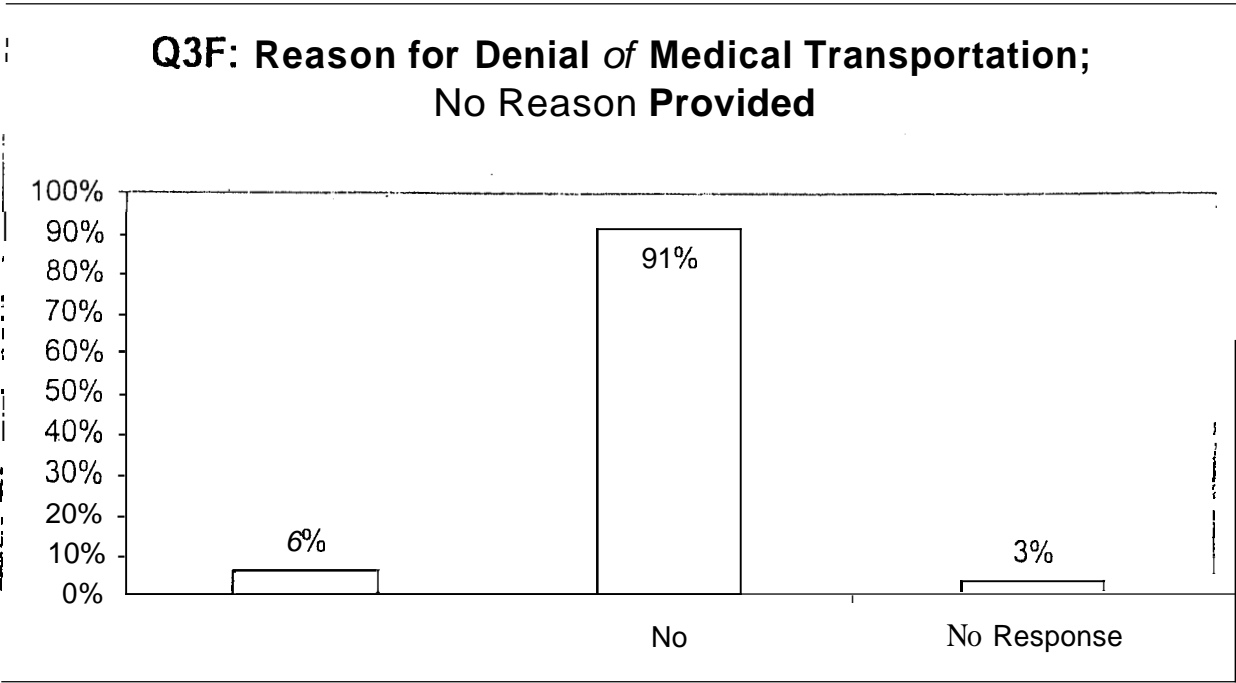
Nine- percent (13) indicated that the inability to verify an appointment was a reason for not obtaining a ride while almost 87% (120) responded it was not (Q3D).



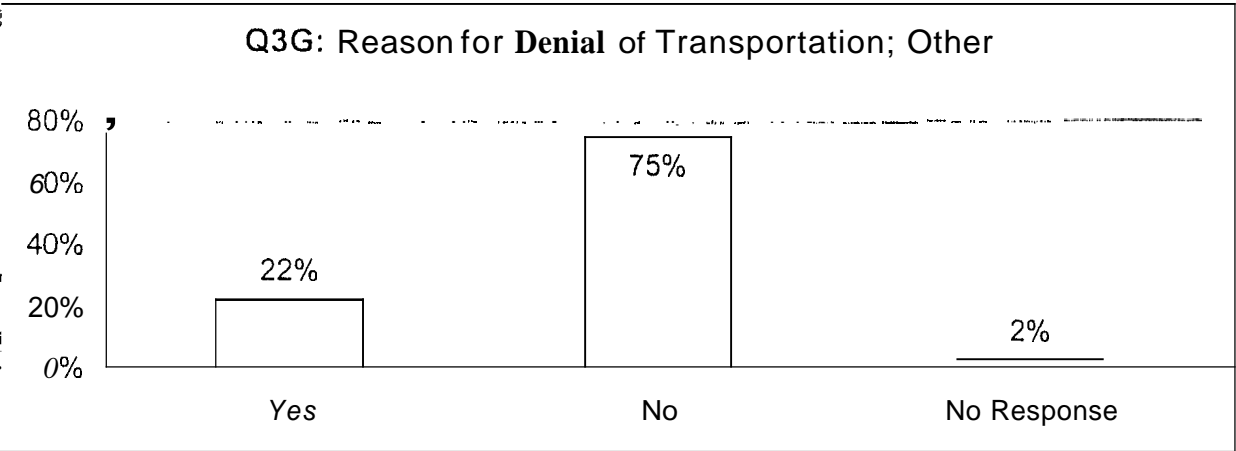
About 11% (15) of the survey participants indicated that bad weather was given as reason for not obtaining a ride.



Over 90 percent of the respondents indicated that some reason was provided for denying transportation service. Question 3F illustrates that about 6% (8) of the respondents indicated that were not told a reason.

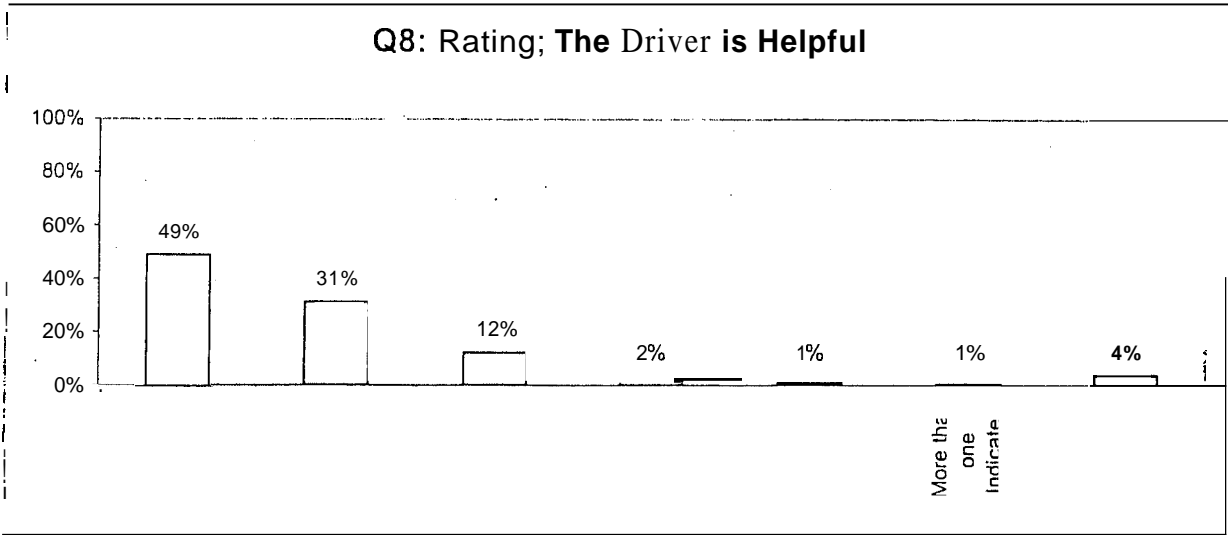


In addition to the answer options that were provided to the respondent in the survey, some indicated that there was another reason given to them for denial of transportation (Q3G). About 23% (31) of the users indicated some “other” reason on the surveys. This was the third most frequently chosen response.

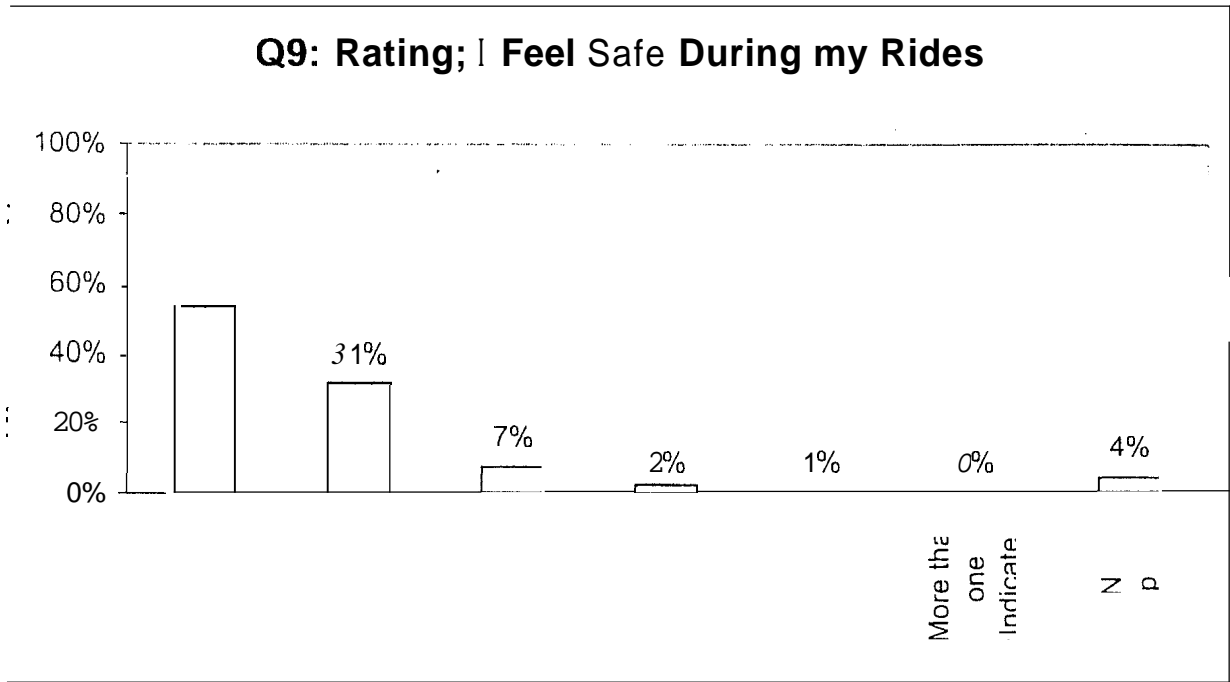


Service Quality

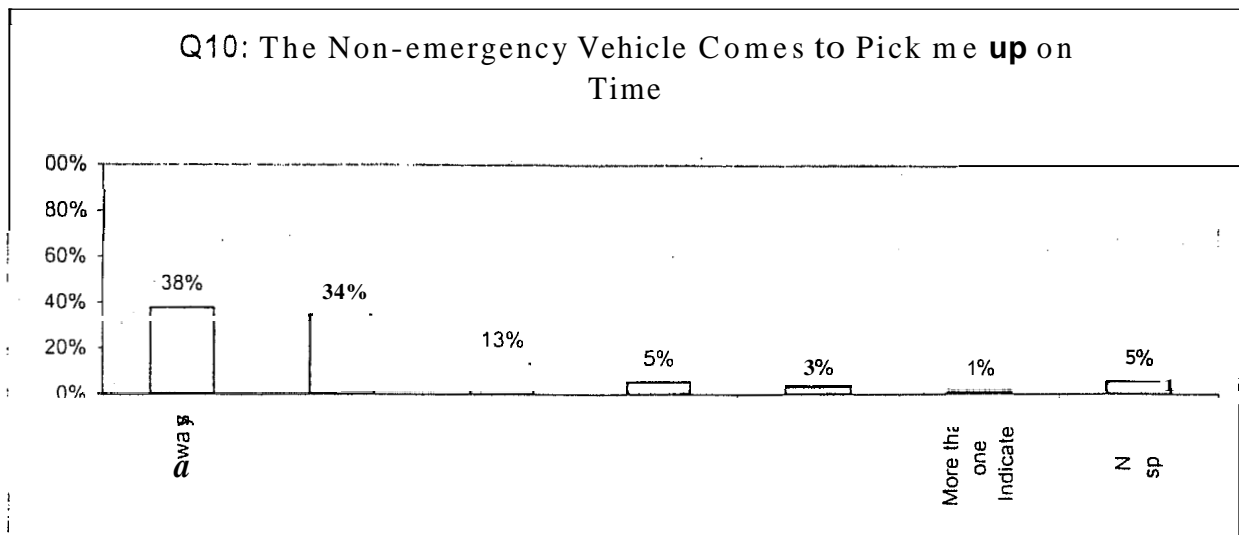
Several questions asked the respondent to rate certain aspects of the medical transportation service. Almost 49% (324) indicated that the driver was always helpful (Q8) and 31% (207) responded that the driver was helpful most of the time. Another 15.5% (103) said that the driver was helpful sometimes, rarely, or never.



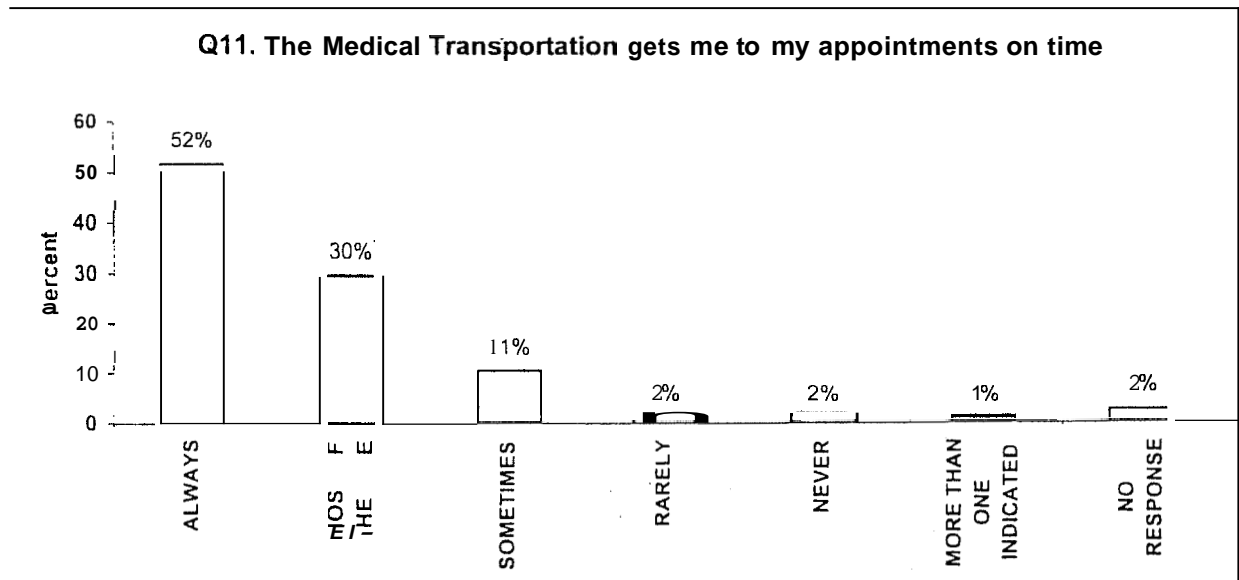
A majority of individuals (53%, 354) indicated that they always feel safe during their medical transportation rides (Q9) and only 3.3% responded that they rarely or never feel safe.



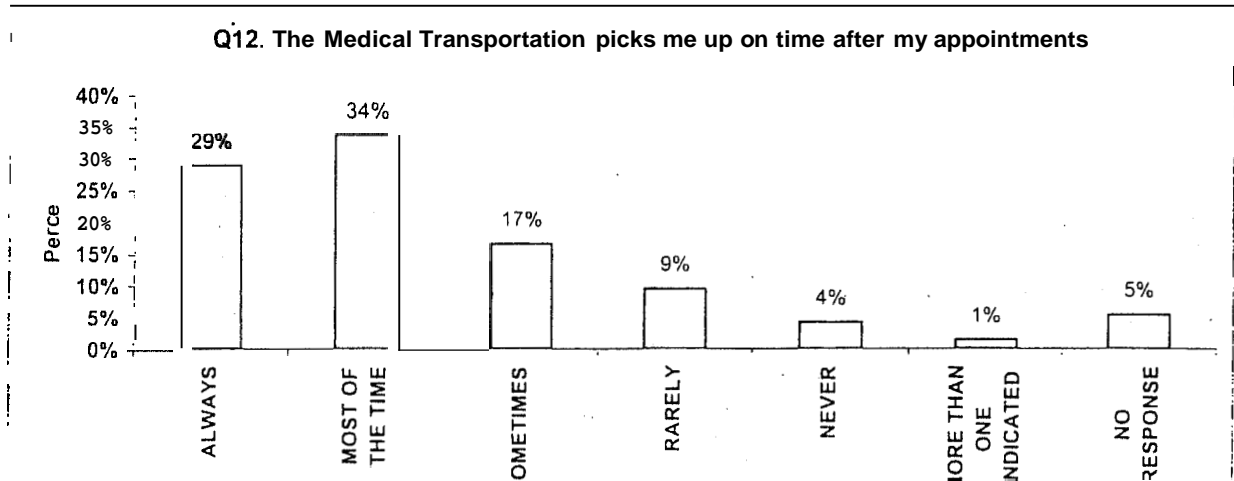
Question number 10 asks the respondent to rate how often the non-emergency vehicle comes to pick them up on time. Approximately 72% (479) of all respondents answered that the vehicle is either on time always (38%, 251) or most of the time (34.44%). About 22% (144) responded that the vehicle arrives on time sometimes (13%, 89) rarely (5%, 34), or never (3%, 21).



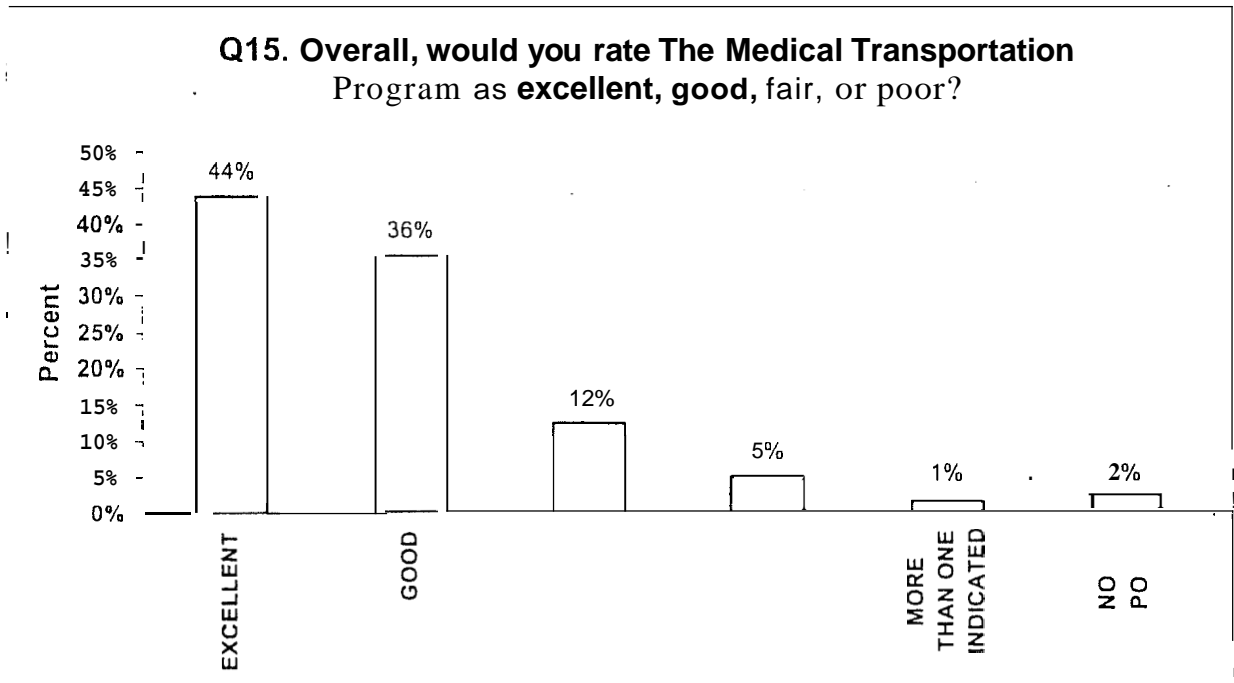
In question 11, fifty-two percent (346) of the users felt that the medical transportation always gets them to their appointments on time, while 4% (29) of the users felt that the medical transportation rarely or never gets them to their appointments on time.



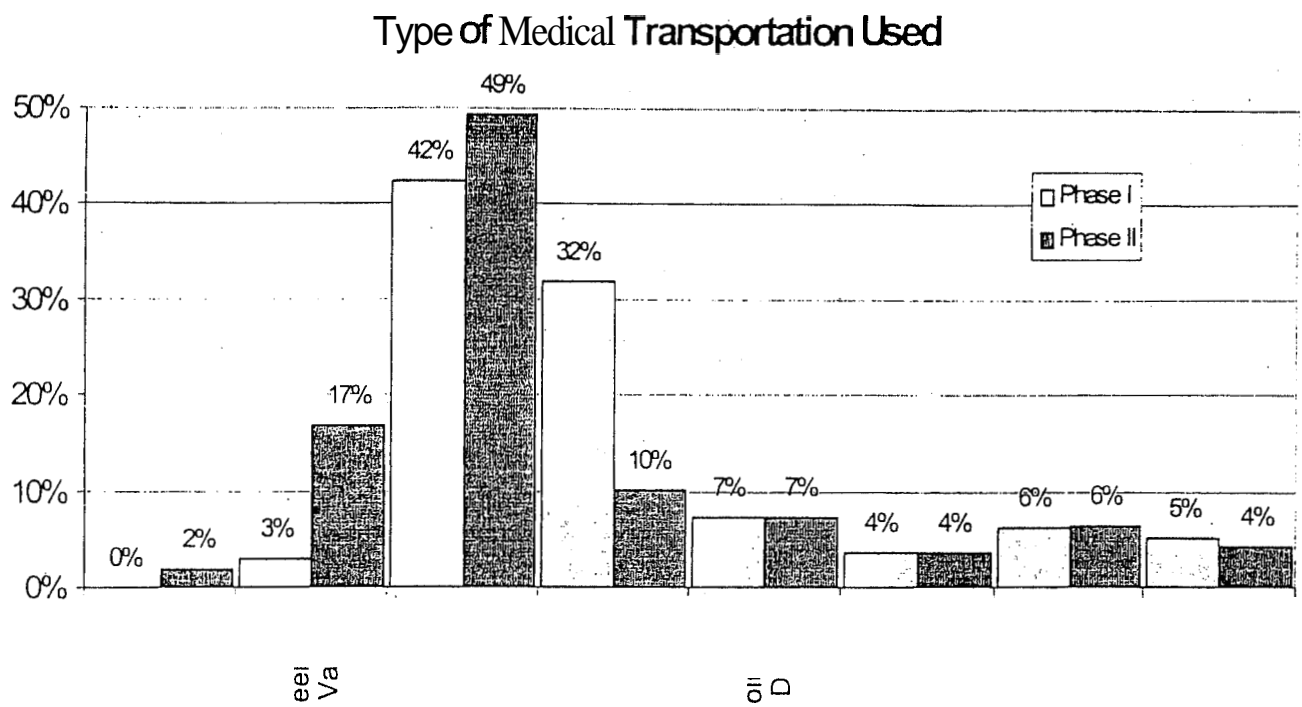
Question 12 asked users whether the medical transportation picked them up on time after their appointments. Twenty-nine percent (193) responded that they are always picked up on time and 34% (225) responded most of the time. However, nearly 14% (95) of the users felt that the medical transportation rarely or never picked them up on time after their appointments. Comparing these results to those of question 11 where more than 80% indicated that they usually or always got to their appointments on time, 63% were picked on time after their appointments.



Finally, in question 15, all respondents were asked how they would rate the Medical Transportation Program. Forty-four percent (293) rated the program as excellent, while 35% (229) rated it as good. Just less than 5% (33) rated the program as poor.

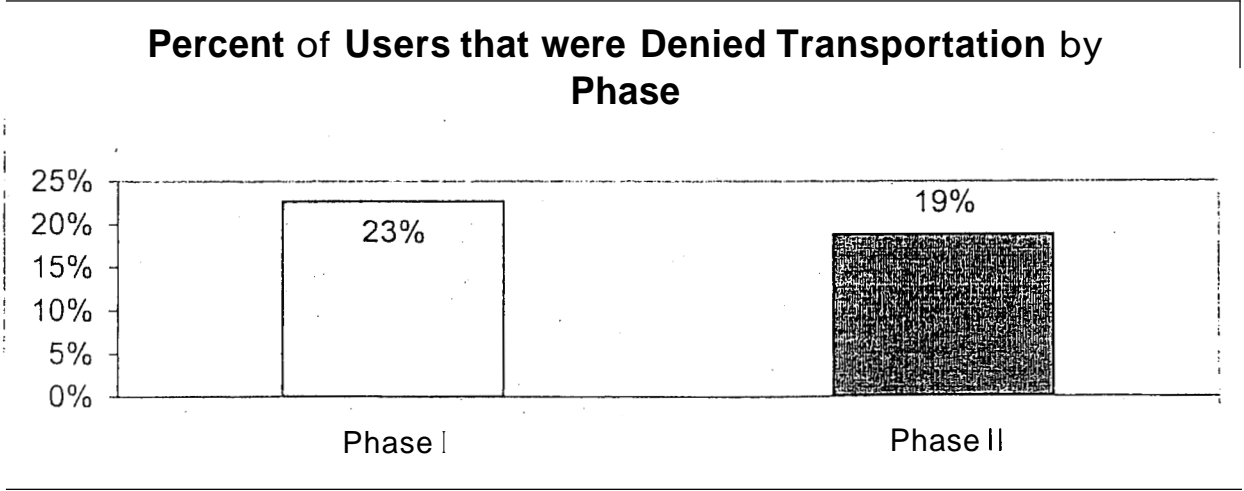


Comparing Phase I and Phase I Population Responses

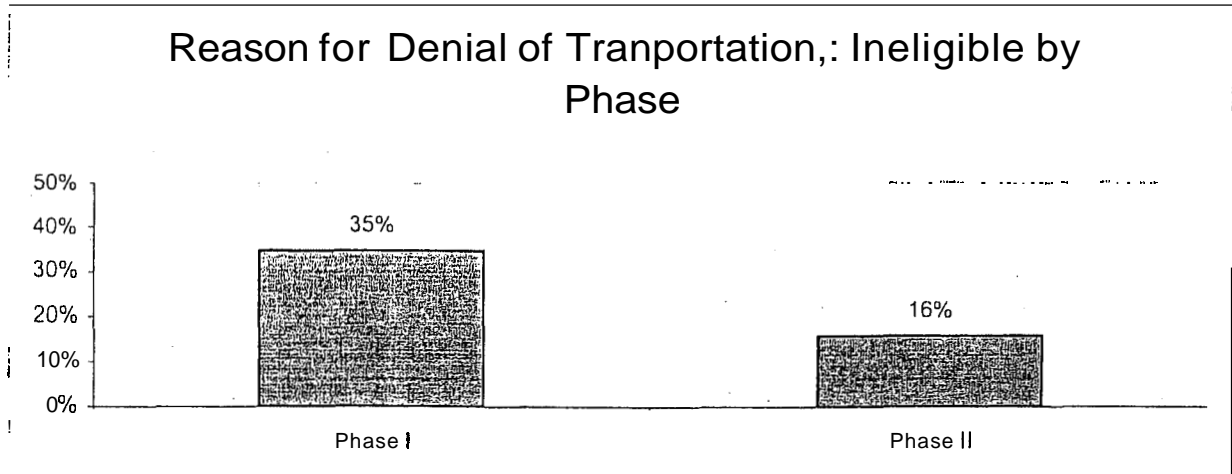


The most common type of vehicle used by medical transportation users was the Taxi/sedan for both Phase I and Phase II, at 42% and 49% respectively. Phase I clients used the bus more often than Phase II clients, but, as expected, more Phase II clients required a wheelchair van than Phase I clients.

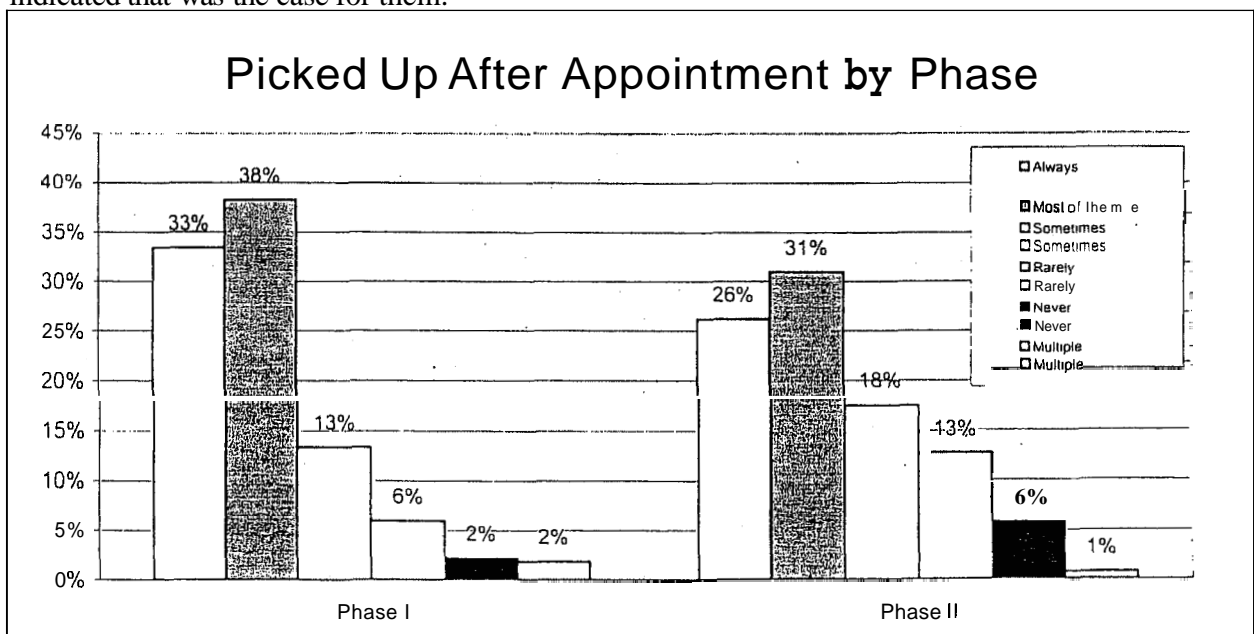
There was a slight difference in the proportion of medical transportation users from Phase I and Phase II that were denied a ride. The graph below illustrates this difference. Twenty three percent (61 of 269) of the Phase I participants were denied transportation while nearly 19% Phase II (74 of 393) were denied transportation.



The following graph illustrates the proportion of respondents in Phase I and Phase II that indicated ineligibility as a reason for not receiving a medical transportation ride (Q3B). Phase I experienced a higher percentage of those who were told they were ineligible for the service than Phase II with 35% and 16% respectively. Overall, 25% of the respondents were told they were ineligible to receive service.

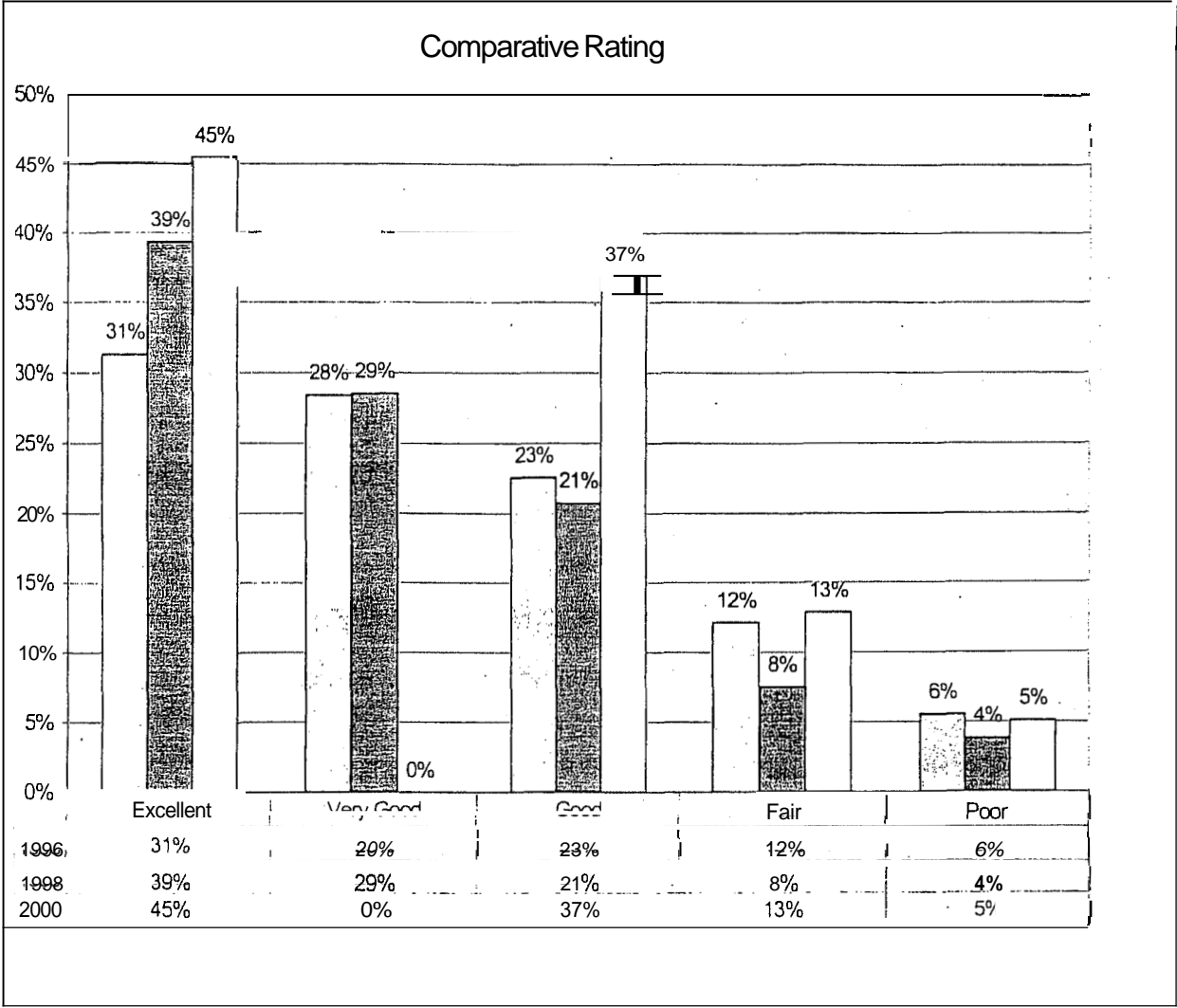


The following graph shows that 72% (193 of 269) of the Phase I respondents indicated they were picked up after their appointment always or most of the time, while 57% (225 of 393) of the Phase II indicated that was the case for them.



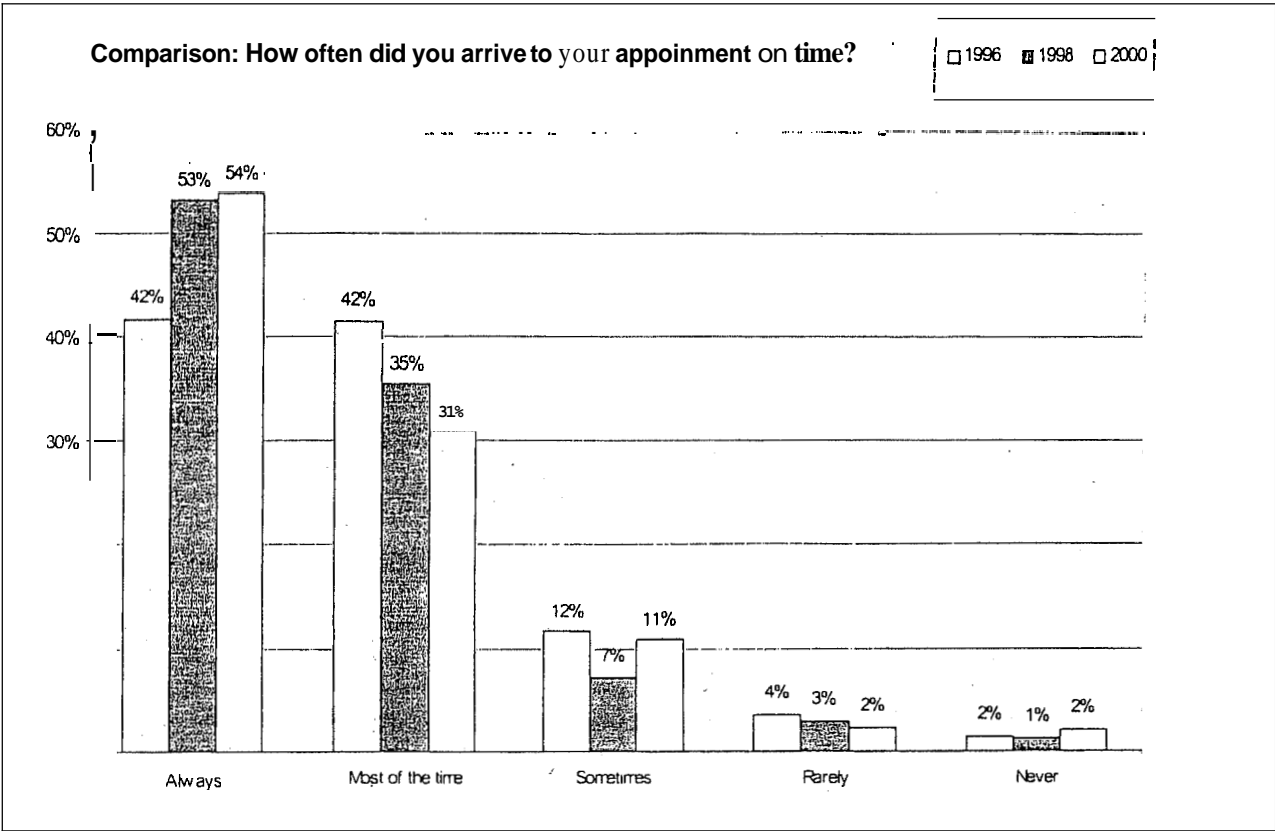
COMPARISONS TO PREVIOUS YEARS

The following charts compare current survey responses to previous years. While there are limitations how one can interpret the results, the following graph shows an increase in the number of people who rate the program service as excellent. It is reasonable to assume that some of the respondents who rated the service as 'good' may have rated it 'very good' if provided that response option.

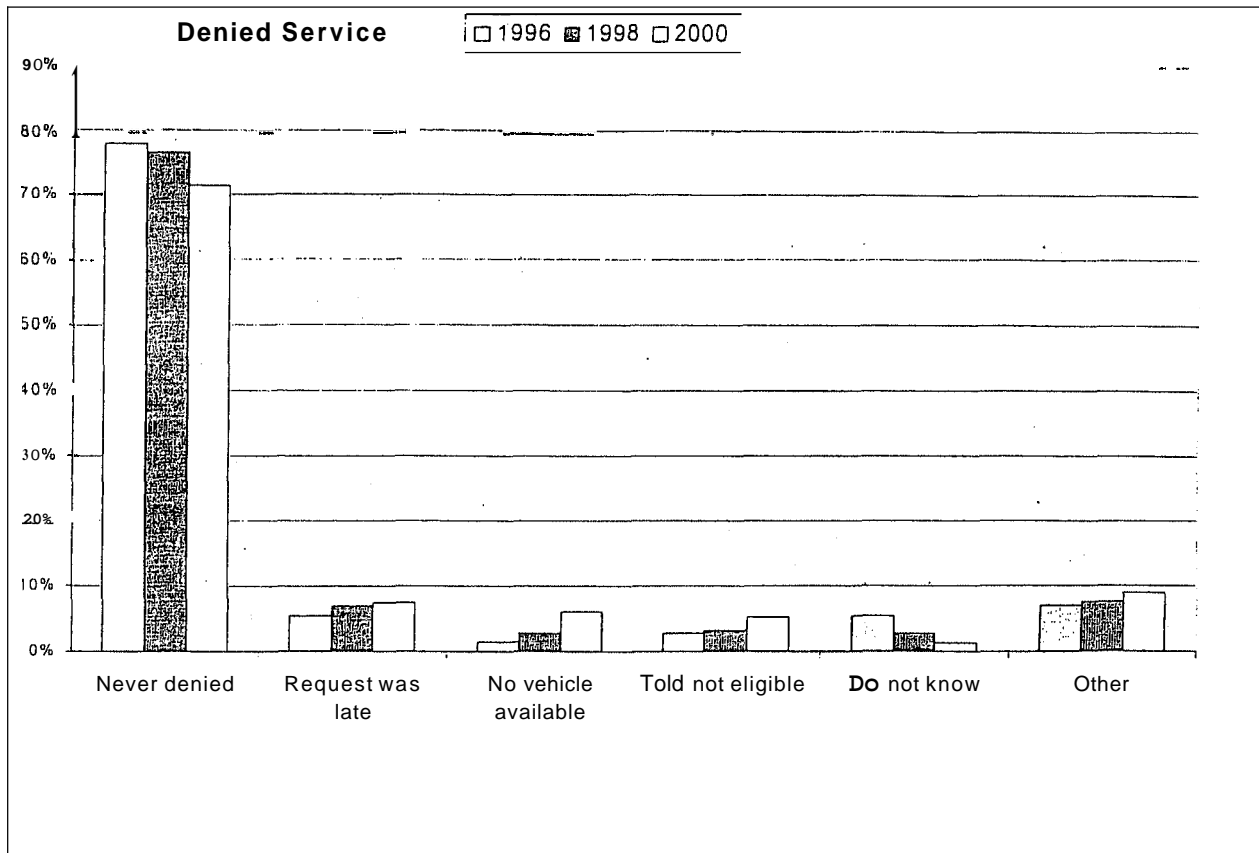


Since 1998, it appear that Tri-Met has maintained a high level of satisfaction with the program by clients.

The next graph shows there has been an increase in those indicating they that they “always” amve at their appointments on time, while there has been a decrease in those who are saying they get to their appointments “most of the time”, and an increase in the those who said they “sometimes” get to their appointments on time.



The number of people who said they were never denied service has declined. To state this differently, more people are reporting they have been denied service. As pointed out earlier, the reasons for denial of service seem to be increasing over all, with 'other' now making up the largest response category.



As a concluding note, in an innovative quality improvement effort, the preliminary survey results were used as a basis for conducting focus groups composed of representatives from agencies, programs and facilities whose clients use the brokerage system. The focus groups were designed to assist in the analysis of the survey, and to develop practical and tangible methods for enhancing service quality. The results of the focus group studies will be reported separately after their completion in the third quarter of 2002.

For further information Contact:

Program: Larry Daimler

Research and report: Charles Gallia (charles.a.gallia@state.or.us)

Oregon Department of Human Services

Office of Medical Assistance Programs

Analysis and Evaluation Unit

500 Summer Street NE, E-35

Salem, Oregon 97301-1077

Appendix A

Survey Cover Letters



Oregon
John A. Kitzhaber, M.D., Governor

Department of Human Services
Office of Medical Assistance Programs
Program and Policy Section
500 Summer Street NE, E35
Salem, OR 97301-1077



January 31, 2001

Dear Oregonian,

In the next few days, you will get a request to answer a short survey. The best way we know to find out how the Medical Transportation Program is working is to ask people who have used it like you. You will get this survey in the mail from the *Oregon State University Survey Research Center*. After getting the survey, please fill it out and return it as soon as possible.

The Oregon State University Survey Research Center has worked with the Office of Medical Assistance Programs to write a survey asking about how you feel about the Medical Transportation Program. I am writing now because we have found many people like to know ahead of time that they will be contacted. The study is an important because it is the best way for the Oregon Department of Human Services to find out how your medical transportation needs have been met. Your answers will not affect your health benefits in any way. Your answers will help us make the program better.

We would greatly appreciate you taking the few minutes needed complete and return the survey. Your answers will not affect your health benefits in any way.

Thank you in advance for your help.

Sincerely,

Judy Mohr Peterson
Oregon Department of Human Services

“Assisting People to Become Independent, Healthy and Safe”
An Equal Opportunity Employer

ISSN 11114 (4/XX)





OREGON
STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331.4606

Telephone
541-737-3366

Fax
541-737-3489

Dear Oregonian,

February 7, 2001

The Medical Transportation Program was started in 1994 to ensure you have a ride to your medical appointments. Now that the program has been going for a while, it is very important to know if it is meeting your needs. The best way we know how to find out is to ask you, so we need your help.

You are one of a small group who were randomly chosen from all users of the Medical Transportation Program. The person listed on the mailing address should fill out the survey. If the survey is addressed to a child, the survey should be filled out by an adult in the household who knows about the child's experiences with our program.

The results of this survey will be given to people who are working to make the Medical Transportation Program better. We asked the same questions of people like you two years ago. We would like to know if the problems we found out about have been fixed, and what changes we can make to improve the program.

Your answers are completely confidential. No individual's answers will be identified in the survey results. When you return your completed questionnaire, your name will be deleted from the mailing list and never connected to your answers in any way. This survey is voluntary. Your answers will not affect your health benefits in any way. You can help us very much by taking a few minutes to share your experiences about the Medical Transportation Program. If for some reason you prefer not to respond, please let us know by returning the blank questionnaire in the enclosed stamped envelope.

If you have any questions or comments about this study, we would be happy to talk with you. My telephone number is 541-737-3584 or you can call Judy Mohr Peterson at the Oregon Medical Assistance Program at Client Advocate Services, 1-800-273-0557 (TTY line 1-800-375-2863).

Thank you very much for your help on this important study

Sincerely,

Virginia M. Lesser
Director, OSU Survey Research Center

Dear Oregonian,

Last week a survey seeking your opinions about how well the Medical Transportation Program has met your needs was mailed to you. Your name was drawn from a random sample of recent users.

If you have already filled it out and sent it back, please accept our sincere thanks. If not, please do so today. Because the survey has been sent to a small number of people who use the Medical Transportation Program, it is important that your answers are included in the study.

We appreciate your help.

Virginia M. Lesser
Director



OREGON
STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331-4606

Telephone
541-737-3366

Fax
541-737-3489

February 28,2001

Dear Oregonian,

About three weeks ago I sent a survey to you that asked how you think the Medical Transportation Program is doing. If you filled it out and mailed it back, then this copy of the survey was mailed to you by mistake and you can ignore this copy. But if you have lost or misplaced your original survey, please fill out this new copy and mail it today.

It is very important to know if the Medical Transportation Program is meeting your needs. The best way we know to find out is to ask you, so we need your help. This survey is your chance to let us know how well the Medical Transportation Program is doing. Your answers will help us make the program better.

The person it was sent to should fill out the survey. If the survey is addressed to a child, the survey should be filled out by an adult in the household who knows about the child's experiences with the program.

Please be assured that all responses you provide will remain confidential. There is a number at the top of your survey for mailing purposes only. Once we receive your completed survey we check your name off of our mailing list. The list of names is then destroyed so that individual names can never be connected to the results in any way.

We hope that you will fill out and return the questionnaire soon, but if for any reason you prefer not to answer it, please let us know by returning your blank questionnaire (with a note if you like) in the enclosed stamped return envelope.

Thank you for your help.

Sincerely,

Virginia M. Lesser
Director



Oregon

John A. Kitzhaber, M.D., Governor

Department of Human Services
Office of Medical Assistance Programs
Program and Policy Section
500 Summer Street NE, E35
Salem, OR 97301-1077



31 de Enero de 2001

Estimado Usuario:

En los proximos dias recibira una solicitud para contestar un cuestionario muy corto. La mejor manera para descubrir como esta funcionando el Programa de Transporte Medico, es preguntandole a las personas que han usado el servicio. Usted recibira este cuestionario por correo de parte del Centro de Investigacion de Cuestionarios de la Universidad Estatal de Oregon. Despues de recibirlo, por favor llenelo y devuelvalo lo **mas** pronto posible.

El Centro de Investigacion de Cuestionarios de la Universidad Estatal de Oregon ha trabajado con la Oficina de Programas de Asistencia Medica, en la elaboración de dicho cuestionario, en el que **se** pregunta su opinion respecto al Programa de Transporte Medico. Nos estamos comunicando con usted ahora, **ya** que a mucha gente le gusta saber con anticipación que van a ser contactados. Este estudio es muy importante, debido a que es la única manera en que el Departamento de Servicios Humanos de Oregon se entera de como se estan atendiendo sus necesidades de transportación medica. Sus respuestas no afectaran en ninguna forma sus beneficios de salud y, en cambio, nos ayudaran a **crear** un programa mejor.

Mucho apreciaremos que usted se tome unos minutos para contestar y devolver el cuestionario.

De antemano, muchas gracias por su ayuda.

Sinceramente,

Judy Mohr Peterson
Departamento de Servicios Humanos de Oregon

"Assisting People to Become Independent, Healthy and Safe"
An Equal Opportunity Employer

HSN 1014 (4/00)





OREGON
STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331-4606

Telephone
541-737-3366

Fax
541-737-3489

Estimado Usuario:

7 de Febrero de 2001

El Programa de Transportacion Medica fue creado en 1994 para asegurar que usted tenga forma de transportarse a sus citas medicas. Ahora que el programa ya tiene tiempo en servicio, es muy importante saber si este esta cubriendo sus necesidades adecuadamente. La mejor manera de que nosotros sepamos como esta funcionando el Programa, es preguntando directamente a los usuarios, por lo que necesitamos de su valiosa ayuda.

Usted fue seleccionado al azar dentro de un reducido grupo de usuarios del Programa de Transportacion Medica. La persona a quien fue dirigido el cuestionario debera de contestar este. Si el cuestionario fue enviado a una persona menor, el cuestionario debera de ser llenado por un adulto que viva en la misma casa y que conozca la experiencia del niño respecto del programa.

Los resultados de este cuestionario seran proporcionados a las personas que estan trabajando para mejorar el Programa de Transportacion Medica. Nosotros hicimos estas mismas preguntas a los usuarios hace dos años y deseamos saber si los problemas que encontramos en ese entonces fueron corregidos y que cambios podemos hacer para optimizar el servicio.

Sus respuestas son completamente confidenciales. Las respuestas individuales no seran identificadas en los resultados del cuestionario. Cuando usted lo regrese, su nombre sera borrado de la lista de envíos y de ninguna manera quedara ligado a sus respuestas. Este cuestionario es voluntario. Lo que usted responda no afectara en forma alguna sus beneficios de salud. Usted nos puede ayudar mucho tomando unos minutos para compartir con nosotros sus experiencias respecto al Programa de Transportacion Medica. Si por alguna razon prefiere no responder, por favor dejenoslo saber regresando el cuestionario en blanco en el sobre pre-pagado.

Estarernos muy contentos de hablar con usted en caso de que tenga alguna pregunta o comentario acerca de este estudio. Mi número de teléfono es 541-737-3584 o puede llamar a Judy Mohr Peterson al Programa de Asistencia Medica de Oregon en el Servicio de Apoyo al Cliente, 1-800-273-0557 (linea TTY 1-800-375-2863).

Muchas gracias por su ayuda.

Sinceramente,. Δ

Director, Centro de Investigacion de Cuestionarios de la Universidad Estatal de Oregon

Estimado Usuario:

Con el fin de mejorar el servicio que proporciona el Programa de
Transportación Médica, la semana pasada le enviamos por correo un
cuestionario, para conocer su opinion acerca del mismo. Su nombre fue
seleccionado al azar de una muestra de usuarios recientes y es
importante para nosotros saber si el programa cubre sus necesidades
de transporte, adecuadamente.

Si a la fecha ya lleno **y** nos regresó dicho cuestionario, acepte nuestro
más sincero agradecimiento. Si no lo ha hecho, por favor, hagalo hoy
mismo. **Es** realmente valioso que sus opiniones **sean incluidas** en el
estudio, debido a que el cuestionario se envió solamente a un reducido
grupo de personas que usan el programa.

Apreciarnos mucho su ayuda.

Virginia M. Lesser
Director



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STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331.4606

Telephone
541-737-3366

Fax
541-737-3489

28 de Febrero de 2001

Estimado Usuario:

Hace tres semanas le envié un cuestionario en el cual le preguntaba su opinion acerca del Programa de Transportacion Medica. Si usted lo lleno y nos lo mandó por correo, entonces esta copia ha sido enviada por error, por favor ignórela; pero si usted ha perdido el cuestionario o no sabe donde dejo su copia original, le agradeceremos llenarla y enviarla por correo hoy mismo.

Es muy importante saber si el Programa de Transportacion Medica esta cubriendo sus necesidades adecuadamente y la mejor manera de que nosotros conozcamos cómo esta funcionando el Programa, es preguntandole a los usuarios del servicio, por lo que necesitamos de su ayuda. Este cuestionario le da la oportunidad de expresar su opinion acerca del Programa y sus respuestas nos ayudaran a mejorarlo.

La persona a quien fue dirigido el cuestionario debera de contestar este. ~~Si~~ el cuestionario fue enviado a un menor de edad, debera de ser llenado por un adulto que viva en la misma casa y que conozca la experiencia del niño respecto del programa.

Por favor, tenga la seguridad de que sus respuestas seran confidenciales. El nmero que aparece en la parte superior del cuestionario es para fines de correspondencia, exclusivamente. Una vez recibido el cuestionario completo, borramos su nombre de la lista. Los nombres individuales no pueden ser relacionados con los resultados, ya que nos aseguramos de destruir la lista para evitarlo.

Esperamos que pueda llenar y regresar el cuestionario pronto, pero ~~si~~ por alguna razón decide no hacerlo, por favor dejenoslo saber regresandolo en blanco (con una nota si asi lo desea) en el sobre pre-pagado.

Gracias por su ayuda.

Sinceramente,

Virginia M. Lesser
Director



Oregon

John A. Kitzhaber, M.D., Governor

Department of Human Services
Office of Medical Assistance Programs
Program and Policy Section
500 Summer Street NE, E35
Salem, OR 97301-1077

22 февраля 2001 г.



Уважаемый житель Орегона

Программа по Медицинскому Транспорту была основана в 1994 году, чтобы обеспечить Вас транспортом к врачу. Эта программа существует уже несколько лет, итак мы желаем сейчас узнать, удовлетворяет ли она Вашим требованиям. Поэтому мы нуждаемся в Вашей помощи.

Ваше имя было выбрано наудачу из списка многих потребителей этой программы. Только личность, которой это письмо адресовано, должна ответить на вопросы. Если письмо адресовано ребёнку, то взрослый, знакомый с опытом ребёнка по поводу этой программы, может заполнить анкету.

Результаты нашего опроса будут употреблены, чтобы сделать Программу по Медицинскому Транспорту намного лучше. Ваши ответы помогут нам улучшить программу и дадут нам возможность определить, были ли исправлены те проблемы, которые мы обнаружили после опроса, сделанного два года назад.

Ваши ответы являются полностью секретными. Когда мы получим Вашу заполненную анкету, Ваше имя будет уничтожено и уже не будет связано с Вашими ответами. Этот опрос является добровольным. Ваши ответы никаким образом не воздействуют на Вашу медицинскую помощь. Если же Вы решите не отвечать на эти вопросы, то пожалуйста вышлите обратно пустую анкету, употребляя включённый конверт.

Если у Вас есть вопросы или замечания, то пожалуйста позвоните мне. Мой телефон 541-737-3584. Вы также можете позвонить Джуди М. Питерсон. Она работает в Программе по Орегонской Медицинской Помощи. Ее телефон 1-800-273-0557 (TTY линия 1-800-375-2863).

Спасибо Вам за Вашу помощь.

Искренне,

Вирджиния М. Лессер
Директор,
Исследовательский Центр по Опросу
Орегонский Государственный Университет

"Assisting People to Become Independent, Healthy and Safe"
An Equal Opportunity Employer

ESB 11114 (4/00)





OREGON
STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331.4606

Telephone
541-737-3366

Fax
541-737-3489

28 февраля 2001 г.

Уважаемый житель Орегона

Недели три назад я выслала Вам анкету с вопросами о Программе по Медицинскому Транспорту. Если Вы уже заполнили эту анкету и выслали её обратно, то пожалуйста не обращайтесь на это письмо и на второй экземпляр анкеты. Если же Вы потеряли Вашу оригинальную анкету, то пожалуйста заполните новую и вышлите её обратно сегодня.

Очень важно узнать, удовлетворяет ли Программа по Медицинскому Транспорту Вашим требованиям. Ваши ответы на наши вопросы помогут нам узнать, как эта программа работает и таким образом, как мы сможем улучшить её.

Только личность, которой эта анкета была выслана, должна заполнить её. Если анкета адресована ребёнку, то взрослый, знакомый с опытом ребёнка по поводу этой программы, может заполнить анкету.

Мы Вас уверяем, что Ваши ответы будут оставаться секретными. Число, которое Вы увидите на анкете, существует только для того, чтобы выслать анкету по правильному адресу. Ваши ответы являются полностью секретными. Когда мы получим Вашу заполненную анкету, Ваше имя будет уничтожено и уже не будет связано с Вашими ответами.

Мы надеемся, что Вы заполните и возвратите эту анкету. Если же Вы решите не отвечать на эти вопросы, то пожалуйста вышлите обратно нам пустую анкету (если Вы желаете, можете писать краткое замечание) в нашем конверте.

Спасибо Вам за Вашу помощь.

Искренне,

✓
Виргиния М. Лессер
Директор

Уважаемый житель Орегона

На прошлой неделе я выслала Вам анкету с вопросами о Программе по Медицинскому Транспорту, чтобы узнать от Вас, как хорошо эта программа работает. Ваше имя было выбрано наудачу из списка югих потребителей этой программы.

Если Вы уже заполнили эту анкету и выслали её, то не обращайтесь на это письмо. Если же Вы ещё не заполнили анкету, то пожалуйста сделайте это сегодня. Мы выслали анкеты только маленькому количеству потребителей этой программы, итак Ваши ответы очень важны для нашего исследования.

Мы очень благодарны Вам за Вашу помощь.

Искренне,

Вирджиния М. Лессер,

Директор



OREGON
STATE
UNIVERSITY

44 Kidder Hall
Corvallis, Oregon
97331-4606

Telephone
541-737-3366

Fax
541-737-3489

23 марта 2001 г.

Уважаемый житель Орегона:

Скоро Вы получите просьбу ответить на несколько вопросов. Мы заинтересованы узнать, как хорошо работает наша Программа по Медицинскому Транспорту. Вы получите анкету из *Исследовательского Центра по Опросу* Орегонского Государственного Университета (ОГУ). Пожалуйста заполните анкету и её возвратите как можно скорее.

Исследовательский Центр по Опросу ОГУ вместе с *Бюро Программ Медицинской Помощи* создали анкету, чтобы узнать Ваше мнение о Программе по Медицинскому Транспорту. Анкета поможет нам определить, удовлетворяет ли эта программа Вашим требованиям. Ваши ответы никаким образом не воздействуют на Вашу медицинскую помощь. Ответы просто помогут нам улучшить программу.

Мы надеемся, что Вы заполните и возвратите анкету. Ваши ответы никаким образом не воздействуют на Вашу медицинскую помощь.

Мы очень благодарны Вам за помощь.

Искренне,

U

Джуди Мор Петерсон
Орегонское Бюро по Людской Службе

Appendix B

Questionnaires

V-1

OREGON HEALTH PLAN MEDICAL TRANSPORTATION SURVEY: 2000



A study by:

The Office of Medical Assistance Programs

**Please return your completed questionnaire in the
postage-paid return envelope to:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis, OR 97331

Q1. Have you requested transportation assistance from the Medical Transportation Program anytime since June 1, 2000? (Circle one number)

1 NO → (If NO, please return your survey in the postage-paid envelope provided –THANK YOU)

2 YES

Q2. What kind of non-emergency medical transportation have you used most often since June 1, 2007? (Circle one number only)

1 STRETCHER CAR

2 WHEELCHAIR VAN

3 TAXI/SEDAN

4 BUS

5 VOLUNTEER DRIVER

6 OTHER (Please specify _____)

GO ON TO THE NEXT PAGE

Q3. Since June 1, 2000, has your request for transportation from the Medical Transportation Program ever been denied? (Circle one number)

1 NO → (If NO, please go to the top of the next page)

2 YES

→ **Q3A. If your request was denied, please circle whether or not each of the reasons listed below was given to you. (Circle either YES or NO for each reason)**

- a. My request was too late YES NO
- b. I was told I wasn't eligible for the medical transportation service YES NO
- c. No vehicle was available YES NO
- d. The medical transportation program could not verify appointment YES NO
- e. Bad weather YES NO
- f. No reason was provided..... **YES** NO
- g. Other YES NO

(Please specify_____)

IMPORTANT! PLEASE READ

The Medical Transportation Program wants to know about the service you received since June 1, 2000. For questions 4 through 12, please circle how often the Medical Transportation Program has met each need. *(Circle one number for each)*

Q4. Making reservations for rides through the Medical Transportation Program is easy.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

Q5. Call takers at the Medical Transportation Program treat me well.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

Q6. The vehicle meets my needs.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

GO ON TO THE NEXT PAGE

47. The vehicle is clean.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

Q8. The driver is helpful.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

Q9. I feel safe during my rides.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

Q10. The non-emergency vehicle comes to pick me up on time.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

PLEASE TURN THE PAGE

Q11. The medical transportation gets me to my appointments on time.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

412. The medical transportation picks me up on time after my appointments.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

413. Have you had any sort of problem with the Medical Transportation Program, besides a denial of transportation, since June 1, 2000? **(Circle one number)**

1 NO → **(If NO, go to Q15)**

2

→ **Q13A. If YES, did you contact someone at the Medical Transportation Program about this problem? (Circle one number)**

1 YES → **(If YES, go to 474)**

2 NO

→ **Q13B. If NO, please tell us why you did not report this problem and then go to Q15.**

Q14. If you had a problem and contacted the Medical Transportation Program about it, did you get help from someone? (Circle one number)

- 1 **YES**
- 2 **NO**

Q15. Overall, would you rate the Medical Transportation Program as excellent, good, fair, or poor? (*Circle* one number)

- 1 EXCELLENT
- 2 GOOD
- 3 **FAIR**
- 4 POOR

Q16. Is there anything else you would like to tell us about the Medical Transportation Program?

THANK YOU FOR YOUR TIME!

Please return your questionnaire in the postage-paid envelope provided.

**OREGON HEALTH PLAN
MEDICAL TRANSPORTATION SURVEY: 2000**



A study by:

The Office of Medical Assistance Programs

**Please return your completed questionnaire in the
postage-paid return envelope to:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis, OR 97331

Q1. Have you requested transportation assistance from the Medical Transportation Program anytime since June 1, 20007 (Circle one number))

1 No → *(If No , please return your survey in the postage- paid envelope provided –THANK YOU)*

2 Yes

Q2. What kind of non-emergency medical transportation have you used most often since June 1,20007 (Circle one number only)

- 1 Stretcher Car
- 2 Wheelchair Van
- 3 Taxi/Sedan
- 4 Bus
- 5 Volunteer Driver
- 6 Other *(Please specify _____)*

Q3. Since June 1,2000, has your request for transportation from the Medical Transportation Program ever been denied? (*Circle one number*)

- 1 No → (If No, please go to the fop of the next page)

2 Yes
- **Q3A.** If your request was denied, please circle whether or not each of the reasons listed below was given to you. (*Circle either Yes or No for each reason*)

- a. **My** request was too late

Yes

No
- b. I was told I wasn't eligible for the medical transportation service

Yes

No
- c. No vehicle was available

Yes

No
- d. **The** medical transportation program **could** not verify my appointment....

Yes

No
- e. Bad weather

Yes

No
- f. No reason was provided.....

Yes

No
- g. Other

Yes

No
- (Please Specify_____)

IMPORTANT! PLEASE READ

The Medical Transportation Program wants to know about the service you received since June 1 2000. For questions 4 through 12, please circle how often the Medical Transportation Program has met each need. *(Circle one number for each)*

Q4. Making reservations for rides through the Medical Transportation Program is easy.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q5. Call takers at the Medical Transportation Program treat me well.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q6. The vehicle meets my needs.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

GO ON TO THE NEXT PAGE

47. The vehicle is clean.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q8. The driver is helpful.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q9. I feel safe during my rides.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q10. The non-emergency vehicle comes to pick me up on time.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

PLEASE TURN THE PAGE

Q11. The medical transportation gets me to my appointments on time.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q12. The medical transportation picks me **up** on time after my appointments.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q13. Have you had any sort of problem with the Medical Transportation Program, besides a denial of transportation, since June 1, 2007
(Circle one number)

1 No → (Go to Q15)

2 Yes

→ Q13A. If yes, did you contact someone at the Medical Transportation Program about it? (Circle one number)

1 Yes → (Go to Q14)

2 No

→ Q13B. If No, please tell us why you did not report this problem and then go to Q15.

GO ON TO THE NEXT PAGE

Q14. If you had a problem and contacted the Medical Transportation Program about it, did you get help from someone? (*Circle one number*)

- 1 **Yes**
- 2 No

Q15. Overall, would you rate the Medical Transportation Program as excellent, good, fair, or poor? (*Circle one number*)

- 1 Excellent
- 2 **Good**
- 3 Fair
- 4 Poor

Q16. Is there anything else you would like to tell us about the Medical Transportation Program?

THANK YOU FOR YOUR TIME!

Please return your questionnaire in the postage-paid envelope provided.

Appendix D

Unweighted Frequencies by Question

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 1, 2 and 3.

The **FREQ** Procedure

1. Have you requested transportation assistance from the Medical Transportation program **anytime** since June 1,2000?

Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
NO	96	12.66	96	12.66
YES	662	87.34	758	100.00

2. What kind of non-emergency medical transportation have you used most often since June 1,2000:

Q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
STRETCHER CAR	8	1.21	8	1.21
WHEELCHAIR VAN	74	11.18	82	12.39
TAXI/SEDAN	308	46.53	390	58.91
BUS	126	19.03	516	77.95
VOLUNTEER DRIVER	49	7.40	565	85.35
OTHER	24	3.63	589	88.97
MORE THAN ONE INDICATED	42	6.34	631	95.32
NO RESPONSE	31	4.68	662	100.00

Frequency Missing = 96

3. Since June 1, 2000, has your request for transportation from the Medical Transportation Program ever been denied?

Q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
NO	524	79.15	524	79.15
YES	135	20.39	659	99.55
NO RESPONSE	3	0.45	662	100.00

Frequency Missing = 96

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Question 3A. If your request was denied, please circle whether or not
each of the reasons listed below was given to you.

The FREQ Procedure

a. My request was too late

Q3A	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	52	37.68	52	37.68
NO	83	60.14	135	97.83
NO RESPONSE	3	2.17	138	100.00

Frequency Missing = 620

b. I was told I was not eligible for the medical transportation service

Q3B	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	34	24.64	34	24.64
NO	100	72.46	134	97.10
NO RESPONSE	4	2.90	138	100.00

Frequency Missing = 620

c. No vehicle was available

Q3C	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	44	31.88	44	31.88
NO	90	65.22	134	97.10
NO RESPONSE	4	2.90	138	100.00

Frequency Missing = 620

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Question 3A. If your request was denied, please circle whether or not
each of the reasons listed below was given to you.

The FREQ Procedure

d. The medical transportation program could not verify appointment

Q3D	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	13	9.42	13	9.42
NO	120	86.96	133	96.38
NO RESPONSE	5	3.62	138	100.00

Frequency Missing = 620

e. Bad weather

Q3E	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	15	10.87	15	10.87
NO	120	86.96	135	97.83
NO RESPONSE	3	2.17	138	100.00

Frequency Missing.= 620

f. No reason was provided

Q3F	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	8	5.80	8	5.80
NO	126	91.30	134	97.10
NO RESPONSE	4	2.90	138	100.00

Frequency Missing = 620

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Question 3A. If your request was denied, please circle whether or not
each of the reasons listed below was given to you.

The FREQ Procedure

g. Other

Q3G	Frequency	Percent	Cumulative Frequency	Cumulative Percent
YES	31	22.46	31	22.46
NO	104	75.36	135	97.83
NO RESPONSE	3	2.17	138	100.00

Frequency Missing = 620

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 4 and 5.

The FREQ Procedure

4. Making reservations for rides through the Medical Transportation Program is easy

Q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	316	47.73	316	47.73
MOST OF THE TIME	207	31.27	523	79.00
SOMETIMES	74	11.18	597	90.18
RARELY	18	2.72	615	92.90
NEVER	10	1.51	625	94.41
MORE THAN ONE INDICATED	5	0.76	630	95.17
NO RESPONSE	32	4.83	662	100.00

Frequency Missing = 96

5. Call takers at the Medical Transportation Program treat me well

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	372	56.19	372	56.19
MOST OF THE TIME	197	29.76	569	85.95
SOMETIMES	43	6.50	612	92.45
RARELY	13	1.96	625	94.41
NEVER	6	0.91	631	95.32
MORE THAN ONE INDICATED	4	0.60	635	95.92
NO RESPONSE	27	4.08	662	100.00

Frequency Missing = 96

Oregon Health Plan
Uedical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 6 and 7.

The FREQ Procedure

6. The vehicle meets my needs

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	400	60.42	400	60.42
MOST OF THE TIME	173	26.13	573	86.56
SOMETIMES	42	6.34	615	92.90
RARELY	14	2.11	629	95.02
NEVER	7	1.06	636	96.07
MORE THAN ONE INDICATED	3	0.45	639	96.53
NO RESPONSE	23	3.47	662	100.00

Frequency Missing = 96

7. The vehicle is clean

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	340	51.36	340	51.36
MOST OF THE TIME	228	34.44	568	85.80
SOMETIMES	54	8.16	622	93.96
RARELY	9	1.36	631	95.32
NEVER	5	0.76	636	96.07
MORE THAN ONE INDICATED	2	0.30	638	96.37
NO RESPONSE	24	3.63	662	100.00

Frequency Missing = 96

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 8 and 9.

The FREQ Procedure

8. The driver is helpful

Q8	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	324	48.94	324	48.94
MOST OF THE TIME	207	31.27	531	80.21
SOMETIMES	81	12.24	612	92.45
RARELY	14	2.11	626	94.56
NEVER	8	1.21	634	95.77
MORE THAN ONE INDICATED	4	0.60	638	96.37
NO RESPONSE	24	3.63	662	100.00

Frequency Missing = 96

9. I feel safe during my rides

Q9	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	354	53.47	354	53.47
MOST OF THE TIME	208	31.42	562	84.89
SOMETIMES	49	7.40	611	92.30
RARELY	16	2.42	627	94.71
NEVER	6	0.91	633	95.62
MORE THAN ONE INDICATED	1	0.15	634	95.77
NO RESPONSE	28	4.23	662	100.00

Frequency Missing = 86

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 10 and 11.

The FREQ Procedure

10. The non-emergency vehicle comes to pick me up on time

Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	251	37.92	251	37.92
MOST OF THE TIME	228	34.44	479	72.36
SOMETIMES	89	13.44	568	85.80
RARELY	34	5.14	602	90.94
NEVER	21	3.17	623	94.11
MORE THAN ONE INDICATED	6	0.91	629	95.02
NO RESPONSE	33	4.98	662	100.00

Frequency Missing = 96

11. The medical transportation gets me to my appointments on time

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	346	52.27	346	52.27
MOST OF THE TIME	194	29.31	540	81.57
SOMETIMES	65	9.82	605	91.39
RARELY	15	2.27	620	93.66
NEVER	14	2.11	634	95.77
MORE THAN ONE INDICATED	8	1.21	642	96.98
NO RESPONSE	20	3.02	662	100.00

Frequency Missing = 96

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Question 12.

The FREQ Procedure

12. The medical transportation picks me up on time after my appointments

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ALWAYS	193	29.15	193	29.15
MOST OF THE TIME	225	33.99	418	63.14
SOMETIMES	105	15.86	523	79.00
RARELY	66	9.97	589	88.97
NEVER	29	4.38	618	93.35
MORE THAN ONE INDICATED	8	1.21	626	94.56
NO RESPONSE	36	5.44	662	100.00

Frequency Missing = 96

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 13 and 13a.

The FREQ Procedure

13. Have you had any sort of problem with the Medical Transportation Program, besides a denial of transportation, since June 1, 2007

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
NO	479	72.36	479	72.36
YES	171	25.83	650	98.19
NO RESPONSE	12	1.81	662	100.00

Frequency Missing = 96

a. If yes, did you contact someone at the Medical Transportation Program about this problem?

Q13A	Frequency	Percent	Cumulative Frequency	Cumulative Percent
NO	132	72.13	32	72.13
YES	38	20.77	70	92.90
NO RESPONSE	13	7.10	83	100.00

Frequency Missing = 575

Oregon Health Plan
Medical Transportation Survey: 2000
Both Phases Combined (Unweighted)
Questions 14 and 15.

The FREQ Procedure

14. If you had a problem and contacted the Medical Transportation Program about it, did you get help from someone?

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
NO	87	60.00	87	60.00
YES	42	28.97	129	88.97
NO RESPONSE	16	11.03	145	100.00

Frequency Missing = 613

15. Overall, would you rate the Medical Transportation Program as excellent, good, fair., or poor?

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
EXCELLENT	293	44.26	293	44.26
GOOD	229	34.59	522	78.85
FAIR	82	12.39	604	91.24
POOR	33	4.98	637	96.22
MORE THAN ONE INDICATED	8	1.21	645	97.43
NO RESPONSE	17	2.57	662	100.00

Frequency Missing = 96

**OREGON HEALTH PLAN
MEDICAL TRANSPORTATION SURVEY: 2000**



A study by:

The Office of Medical Assistance Programs

**Please return your completed questionnaire in the
postage-paid return envelope to:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis, OR 97331

Q1 Have you requested transportation assistance from the Medical Transportation Program anytime since June 1, 2003 (*Circle one number*)

1 NO → (*If NO, please return your survey in the postage- paid envelope provided –THANK YOU*)

2 YES

Q2. What kind of non-emergency medical transportation have you used most often since June 1, 2007 (*Circle one number only*)

1 STRETCHER CAR

2 WHEELCHAIR VAN

3 TAXI/SEDAN

4 BUS

5 VOLUNTEER DRIVER

6 OTHER (*Please specify* _____)

GO ON TO THE NEXT PAGE

Q3. Since June 1,2000, has your request for transportation from the Medical Transportation Program ever been denied? (Circle one number)

- 1 NO → (If NO, please go to the top of the next page)
- 2 YES
- Q3A. If your request was denied, please circle whether or not each of the reasons listed below was given to you. (Circle either YES or NO for each reason)

- a. My request was too late YES NO
- b. I was told I wasn't eligible for the medical transportation service YES NO
- c. No vehicle was available YES NO
- d. The medical transportation program **could** not verify appointment YES NO
- e. Bad weather YES NO
- f. No reason was provided..... YES NO
- g. Other YES NO
- (Please specify_____)

IMPORTANT! PLEASE READ

The Medical Transportation Program wants to know about the service you received since June 1, 2000. For questions 4 through 12, please circle how often the Medical Transportation Program has met each need. (*Circle one number for each*)

Q4. Making reservations *for* rides through the Medical Transportation Program is easy.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 ~~SOMETIMES~~
- 4 RARELY
- 5 NEVER

Q5. Call takers at the Medical Transportation Program treat me well.

- 1 ALWAYS
- 2 MOST OF THE TTME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

Q6. The vehicle meets my needs.

- 1 ALWAYS
- 2 MOST OF THE ~~TIME~~
- 3 SOMETTIMES
- 4 RARELY
- 5 NEVER

GO ON TO THE NEXT PAGE

Q7. The vehicle ~~is~~ clean.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

Q8. The driver is helpful.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

Q9. I feel safe during my rides.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETTIMES
- 4 RARELY**
- 5 NEVER

Q10. The non-emergency vehicle comes to pick me up on time.

- 1 ALWAYS
- 2 MOST ~~OF~~ THE TIME
- 3 SOMETIMES
- 4 RARELY**
- 5 NEVER

PLEASE TURN THE PAGE

Q11. The medical transportation gets me to my appointments on time.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

412. The medical transportation picks me up on time after my appointments.

- 1 ALWAYS
- 2 MOST OF THE TIME
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

Q13. Have you had any **sort** of problem with the Medical Transportation Program, besides a denial of transportation, since June 1, 2007
(**Circle one number**)

1 NO → (If **NO**, go to Q15)

2 YES

→ Q13A. If YES, did you contact someone at the Medical Transportation Program about this problem? (Circle one number)

1 YES → (If **YES**, go to Q14)

2 NO

→ Q13B. **If NO**, please tell us why you did not report this problem and then go to Q15.

Q14. If you had a problem and contacted the Medical Transportation Program about it, did you get help from someone? (**Circle** one number)

1 YES

2 NO

Q15. Overall, would you rate the Medical Transportation Program as excellent, good, fair, or poor? (**Circle** one number)

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

Q16. Is there anything else you would like to tell us about the Medical Transportation Program?

THANK YOU FOR YOUR TIME!

Please return your questionnaire in the postage-paid envelope provided.

V-4

**OREGON HEALTH PLAN
MEDICAL TRANSPORTATION SURVEY: 2000**



A study by:

The Office of Medical Assistance Programs

**Please return your completed questionnaire in the
postage-paid return envelope to:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis, OR 97331

Q1. Have you requested transportation assistance from the Medical Transportation Program anytime since June 1, 2000? (Circle one number)

1 No —▶ *(If No, please return your survey in the postage- paid envelope provided –THANK YOU)*

2 Yes

Q2. What kind of non-emergency medical transportation have you used most often since June 1, 2000? (Circle one number only)

1 Stretcher Car

2 Wheelchair Van

3 Taxi/Sedan

4 Bus

5 Volunteer **Driver**

6 Other (*Please specify*_____)

GO ON TO THE NEXT PAGE

Q3. Since June 1,2000, has your request for transportation from the Medical Transportation Program ever been denied? (*Circle one number*)

1 No → (*If No, please go to the top of the next page*)

2 Yes

→ Q3A. If your request was denied, please circle whether or not each of the reasons listed below was given to you. (*Circle either Yes or No for each reason*)

- | | | |
|---|-----|----|
| a. My request was too late | Yes | No |
| b. I was told I wasn't eligible for the
medical transportation service | Yes | No |
| c. No vehicle was available | Yes | No |
| d. The medical transportation program
could not verify my appointment.... | Yes | No |
| e. Bad weather | Yes | No |
| f. No reason was provided..... | Yes | No |
| g. Other | Yes | No |

(Please Specify_____)

PLEASE TURN THE PAGE

IMPORTANT! PLEASE READ

The Medical Transportation Program wants to know about *he* service you received since June 1, 2000, For questions 4 through 12, please circle how often the Medical Transportation Program has met each need. (*Circle one number for each*)

Q4. Making reservations for rides through the Medical Transportation Program is easy.

- 1 Always**
- 2 Most of the time**
- 3 Sometimes**
- 4 Rarely**
- 5 Never**

Q5. Call takers at the Medical Transportation Program treat me well.

- 1 Always**
- 2 Most of the time**
- 3 Sometimes**
- 4 Rarely**
- 5 Never**

Q6. The vehicle meets my needs.

- 1 Always**
- 2 Most of the time**
- 3 Sometimes**
- 4 Rarely**
- 5 Never**

GO ON TO THE NEXT PAGE

Q7. The vehicle is clean.

- 1 Always
- 2 Most of the time
- 3 Sometimes
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Q8. The driver is helpful.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q9. I feel safe during my rides.

- 1 Always
- 2 Most of the time
- 3 Sometimes
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Q10. The non-emergency vehicle comes to pick me up on time.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

PLEASE TURN THE PAGE

Q11. The medical transportation gets me to my appointments on time.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q12. The medical transportation picks me up on time after my appointments.

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

Q13. Have you had any sort of problem with the Medical Transportation Program, besides a denial of transportation, since June 1, 2007
(Circle one number)

1 No → (Go to **Q15**)

2 Yes

→ **Q13A.** If yes, did you contact someone at the Medical Transportation Program about it? **(Circle one number)**

1 Yes → (Go to **Q14**)

2 No

→ **Q13B.** If No, please tell us why you did not report this problem and then go to Q15.

Q14. If you had a problem and contacted the Medical Transportation Program about it, did you get help from someone? (*Circle one number*)

- 1 Yes
- 2 No

Q15. Overall, would you rate the Medical Transportation Program as excellent, good, fair, or poor? (*Circle one number*)

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor

Q16. Is there anything else you would like to tell us about the Medical Transportation Program?

THANK YOU FOR YOUR TIME!

Please return your questionnaire in the postage-paid envelope provided.

PLAN DE SALUD DE OREGON
CUESTIONARIO DE TRANSPORTE MÉDICO 2000



Un estudio hecho por:

La Oficina de Programas de Asistencia Medica

**Por favor devuelva su cuestionario completo
en el sobre pre-pagado:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis, OR 97331

P1. ¿Ha solicitado usted el servicio del Programa de Transporte Medico a partir del 1 de Junio del 2007 (Circule un numero)

1 No —▶ (Si es no, por favor devuelva el cuestionario usando el sobre pre-pagado. ¡GRACIAS!)

2 Sí

P2. ¿Que tipo de transporte médico de no emergencia ha usado mas frecuentemente a partir del 1 de Junio del 2003 (Circule un solo numero)

- 1 Camioneta equipada para transportar camillas
- 2 Camioneta equipada para llevar silla de ruedas
- 3 Taxi/Sedan
- 4 Camión
- 5 Conductor Voluntario
- 6 Otro (Por favor especifique_____)

Continue en la siguiente página

P3. ¿A partir del 1 de Junio del 2000, ha sido negada su solicitud de **transportación** medica del Prograrna de Transporte Medico? (Circule un numero)

1 No → (Si es no, por favor vaya a la parte superior de la siguiente hoja)

2 Sí

→ P3A. De ser así, por favor **circule** si alguno de los siguientes incisos fue una razón que **le** hayan dado para negarle **el** servicio de transporte médico.

- a. Mi solicitud fue hecha muy tarde Si No
- b. Yo no era elegible para el servicio de transporte medico Si No
- c. No habia vehiculo disponible..... Si No
- d. El programa de Transporte **Medico** no pudo verificar la uta.. Si No
- e. Mal clima Si No
- f. Ninguna razon fue dada Si No
- g. Otra (Por favor especifique_____)

¡IMPORTANTE! POR FAVOR LEA LO SIGUIENTE

El Programa de Transporte Médico desea saber acerca de la calidad de servicio que usted ha recibido a partir del 1 de Junio del 2000. Por favor indique que tan satisfactorio ha sido el Programa de Transporte Médico y si ha cumplido en cada uno de los siguientes incisos. (Circule un numero en cada una de las siguientes preguntas)

P4. Es fácil hacer reservaciones para traslados.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Rara vez
- 5 Nunca

P5. Las recepcionistas me atienden bien.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Rara vez
- 5 Nunca

P6. El vehículo satisface mis necesidades.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Rara vez
- 5 Nunca

Continue en la siguiente página

P7. El vehículo está limpio.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Rara vez
- 5 Nunca

P8. El conductor es atento y servicial.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Raravez
- 5 Nunca

P9. Me siento seguro en rnis recomdos.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Raravez
- 5 Nunca

P10. Los vehículos de no-emergencia, me recogen a tiempo.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Rara vez
- 5 Nunca

Por favor pase a la siguiente página
-5-

P11. El transporte medico me **lleva** a tiernpo a mis citas.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Raravez
- 5 Nunca

P12. El transporte **médico** me recoge a tiernpo **después** de rnis citas.

- 1 Siempre
- 2 Casi siempre
- 3 A veces
- 4 Raravez
- 5 Nunca

P13. ¿Ha tenido usted **algun** problema con el Prograrna de Transporte Médico, además de que le hubieran negado el servicio, a partir del 1 de Junio del 2000? (Circule un número)

- 1 No → (Si es no, vaya a la pregunta numero 15)
- 2 Sí
→ P13A. Si es si, ¿contactó usted a alguien del Programa de Transporte Medico debido a este problema? (Circule un número)
 - 1 Si → (si es **si**,vaya a la pregunta nlimero 14)
 - 2 No
→ P13B. Si es no, por favor diganos por que no reportó este problerna. Vaya a la pregunta número 15.

P14. ¿Si usted **contacto** a alguien del Programa de Transporte Medico respecto de este problema, **recibió** alguna respuesta? (Circule un numero)

- 1 No
- 2 Si

P15. **En términos** generales, por favor evalúe como: excelente, bueno, correcto, o malo, el Programa de Transporte **Médico**. (Circule un numero)

- 1 Excelente
- 2 Bueno
- 3 Correcto
- 4 Malo

P16. ¿Hay algo más que quisiera usted decirnos acerca del Programa de Transporte Medico?

¡MUCHAS GRACIAS POR SU TIEMPO!

Por favor devuelva su cuestionario completo en el sobre pre-pagado

Орегонский План по Здоровью
Опрос по Медицинскому Транспорту: 2000



сделано Бюро Программ Медицинской Помощи

**Пожалуйста возвратите заполненную анкету в нашем
конверте по этому адресу:**

Survey Research Center
Oregon State University
44 Kidder Hall
Corvallis OR, 97331

1) Просили ли вы транспорт у Программы по Медицинскому
Транспорту с первого Июня 2000 года? (Пожалуйста окружите одно
число внизу)

1 Нет → (Если Нет, пожалуйста возвратите анкету—
Большое спасибо)

↓
2 Да

2) С 1 Июня 2000, какой медицинский транспорт вы чаще всего
употребляли не в крайней необходимости? (Пожалуйста окружите
одно число внизу)

1 Машина с носилками

2 Машина, приспособленная для инвалидного кресла

3 Такси

4 Автобус

5 Добровольный шофер

6 Другие (Пожалуйста опишите _____)

Пожалуйста идите до следующей страницы

3) С переого Июня 2000 года бѳта ли ваша просьба для транспорта когда-нибудь отказана Программой по Медицинскому Транспорту? (Пожалйуста окружите одно число внизу)

1 Нет → (Если Нет, пожалйуста начинайте отвечать на вопросы на следующей странице)

2 Да
└─→

3а) Если ваша просьба бѳта отказана, пожалйуста укажите по каким из этих причин? (Пожалйуста окружите Да или Нет для каждой причины)

- | | | |
|--|----|-----|
| a. Моя просьба была поддана поздно | Да | Нет |
| b. Мне сказали, что не имею права для этой программы | Да | Нет |
| c. Не было доступной машины | Да | Нет |
| d. Программа не могла подтвердить свидание | Да | Нет |
| e. Плохая погода | Да | Нет |
| f. Не давали никакой причины для отказа | Да | Нет |
| g. Другие | Да | Нет |
| (Пожалйуста опишите_____) | | |

Пожалйуста идите до следующей страницы

ВАЖНО! ПОЖАЛЙУСТА ПРОЧИТАЙТЕ

Программа по Медицинскому Транспорту хочет узнать о помощи, которую вы получили с переого Июня 2000. Для вопросов 4 до 12 пожалуйста укажите, как часто эта программа удовлетворяла вашим требованиям. (Пожалйуста окружите одно число для каждого вопроса)

4) Легко заказывать машину для перевозки через Программу по Медицинскому Транспорту.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

5) Работники в Программе по Медицинскому Транспорту, с которыми я говорю по телефону, относятся ко мне вежливо.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

5) Машина удовлетворяет моим требованиям.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

Пожалйуста идите до следующей страницы

7) Машина-- чистая.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

8) Шофёр мне помогает.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

9) Считаю, что я в безопасности во время езды.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

10) За мной приезжают вовремя.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

Пожалуйста идите до следующей страницы

11) Медицинский транспорт привозит меня вовремя на свидание.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

12) Медицинский транспорт приезжает за мной вовремя после свидания.

- 1 Всегда
- 2 Почти всегда
- 3 Иногда
- 4 Редко
- 5 Никогда

13) С первого Июня 2000 возникали ли у вас какие-нибудь проблемы с Программой по Медицинскому Транспорту кроме того, что вам была отказана перевозка?

- 1 Нет —→ (Идите до 15 вопроса)
- 2 Да

→ **13а) Если Да, звонили ли вы кому-нибудь в Программу по Медицинскому Транспорту по этому отношению?**
(Пожалуйста окружите одно число внизу)

- 1 Да —→ (Идите до 14 вопроса)
- 2 Нет

→ **13б) Если Нет, пожалуйста сначала пишите здесь, почему вы не жаловались на эту проблему, а потом идите до 15 вопроса.**

14) Если у вас была проблема и вы её доложили Программе по Медицинскому Транспорту, получили ли вы помощь?
(Пожалуйста окружите одно число)

- 1 Да
- 2 Нет

15) Какую оценку вы дадите Программе по Медицинскому Транспорту? (Пожалуйста окружите одно число)

- 1 Отлично
- 2 Очень хорошо
- 3 Хорошо
- 4 Плохо

16) Есть ли у вас ещё какие-нибудь замечания о Программе по Медицинскому Транспорту?

СПАСИБО ВАМ ЗА ВАШЕ ВРЕМЯ!

Пожалуйста возвратите эту анкету в оплаченном конверте.

Appendix C

Responses to Open-ended Questions

Question 2: other forms of transportation

0027: Private company.

0036: Car.

0099: Lynx shuttle for work.

0113: Van (must seat 6 persons).

0185: Lift service bus.

0216: Driver

0289: Police car (mental not medical).

0561: Max.

0712: Van driver.

0851: Medical transport.

1007: Transport. Company

1023: Tri-met medical transportation

1132: Car.

1146: Medical transportation provided.

1206: Family member.

1229: Secure transport.

1309: Bus tickets/pass.

1345: Car.

1402: Bus tickets.

1504: Tri-star medical transportation.

1528: Van or taxi.

1644: Ambulance.

1679: Medicare transport.

1766: Honored citizen.

Question 3g: other reasons for denied transportation

0028: I was told I could take the bus.

0032: Because of financial reasons.

0129: I requested a cab as a bus trip is 2 hours each way. I am pregnant and did not feel I could withstand a long bus trip, and my two-year old daughter requires a car seat and will not sit still 2 hours without a seat belt. I was told I could only take the bus regardless of my situation.

0141: Had a return pick up scheduled only they never showed. They were 3 ½ hours late on return pick up already scheduled.

0158: Vehicle could not find the house.

0183: It was my doctor's error.

0524: I requested transportation to and from hydro-therapy program at Easter Seals which my PCP enrolled me in. They said even though it was therapy requested by my PCP, that since it is at the Easter Seal pool, they will not help me with transportation in any form, even a bus pass or tickets.

0543: No medical coverage at that time.

0669: I did not have a referral to go to the emergency room.

0803: Nothing specified.

0838: 1) Medical transportation was denied due to a lost contract. 2) They were stuck in traffic and could not get to me.

0844: Said it (bus tickets) was sent out numerous times and it wasn't.

0915: Nothing specified.

1038: No drivers.

1041: No drivers.

1052: They were booked up.

1137: Wanted to take the bus back.

1206: They needed up to date information on my doctor, They never called me to let me know when they received the info from my doctor.

1270: No drivers.

1309: Not enough app. for bus pass.

1429: No transportation to the V.A.

1496: Just did not show up.

1517: Too far to doctor's office.

1539: Had to have my counselor explain that I get panic attacks on the bus and in crowds.

1669: Miscommunication.

1690: They denied me because they tell my parents that they should take me to my doctor appointment. I'm an adult and my parents don't have money to take me.

1765: Driver refused to pick us up at the proper doctor's office, she dropped us off at the wrong office in the first place.

1891: Francis and I had appointments the same day for flu shots. We went to the hospital the night before and was told to wait for the shot. Transportation came and refused Francis a ride because he was not able to go. The driver was very rude, yelling, at an 88-year man to get out of the vehicle. We talked to a supervisor who said they had a thousand people who used their services. I suggested the next time their contract came up, they should give it up. We have other people that say heard the way Francis was treated.

1917: Will not let me ride where I feel safe.

Question 13b: reason for not reporting problem

0053: I didn't think they would do anything (the driver hit on me).

0176: I'd never had a problem before and I figured it was probably just a mistake.

0184: Didn't have time at the time and didn't expect justice on the issue.

0352: I handled it on my own. I ride the bus.

0431: I did not report the problem because it was with one specific cab (music was played too high). My medical transportation ride is fine.

0482: Too much trouble.

0524: After they gave me such a hard time about the hydro-therapy, I just didn't feel like I wanted anyone to be so damn rude to me again.

0721: Because I didn't think I could get one because I couldn't get to the appointment.

0724: The taxi driver told me to call the number when he dropped me off at my appointment. I did, and when I was finished with my appointment, the taxi came but when he dropped me off at home, he demanded payment. It was a big mix-up and it was the dispatcher's fault, but the taxi cab driver was very rude. I was just doing what I was told. They apologized.

0765: Because of a very good reason, black icy roads is a bad condition for anyone to drive in and for what happened for February, not getting bus tickets, I didn't know who to talk to.

0766: I told Radio Cab.

0854: Didn't feel it was important.

0945: No reason provided.

0960: If I call with a complaint, I get put on hold for at least 5 minutes, just like trying to get a ride with my appointments, or they tell me no one is available to speak to like a supervisor.

1104: No reason provided.

1146: I forgot to call them.

1156: No reason provided.

1171: Because the reservation was made by the convalescent center.

1231: Because I was not sure that the gel like substance I saw him eat was a drug!

1256: Too much trouble to report being late for pick up after appointment.

1415:No reason provided.

1507: Did not think it would do any good.

15 17: Because I was too upset by the person taking the information.

1523:I told the lift person when they asked why I didn't call Medical Transportation.

1557: Because the nurse said she would report it.

1561: Didn't have their number.

1634: No reason provided.

1638: No reason provided.

1685: Did not know who to contact.

1737: What good would it do? Maybe get black-listed.

1765: I felt it was not worth the extra effort after spending one bad day with the drivers. I did not want to spend another on the phone.

1870:A driver was sick that day and didn't come to pick up my mother. We had to reschedule the appointment.

1918: I told my worker at : .---- (-----).

1948:Russian respondent.

Q16. Open-ended responses file 1

0022: On rare occasion, I have noticed that some of the (illegible) could use a shower. Also the clothing can reek of tobacco smoke (not often). Sorry my writing is hard to read—please accept my apology as I am going to a corneal transplant next week and my vision at times is not the best. Thanks.

0023: I would like to say thank you for the bus tickets to go to my appointments, they have been helpful and appreciated.

0027: Not very hospitable and for certain, not very punctual.

0028: For the parents who have more than one child or two should be able to get medical transportation. The bus would be too inconvenient for a single parent.

0032: I think that the exception of eligibility, medical transport is an above exceptional service.

0034: Thank you for the service. It really helps people who don't drive.

0036: Thanks for the program. I don't drive. Even if I did, I could not afford the upkeep or the insurance.

0037: Needs to investigate contractors more closely for people skills and competence.

0050: Make sure I get to my Doctor's on time.

0058: I had a semi emergency need (made that morning) to see the Dr. for an I.V. treatment. It was denied because "I should have planned the visit". Impossible!

0059: Mostly it is a misunderstanding with the person I call for the ride—just as much my fault as hers. I don't think that it could be any better. I am very pleased.

0060: Keep up the good work.

0062: They need to worry about being on time. They have very nice drivers. The medical taxis are better than regular cabs.

0063: All I have been given is bus tickets so it's not much different than riding the bus other times.

0096: I think it would be nice to have transportation for a same day appointment and sometimes I feel when I call that it's a bother to them, they should like their jobs better. The drivers have always been excellent and very polite/courteous; my daughter always enjoys the drivers. Thank you!

0099: Sometimes you get those cab drivers that don't know the fastest route to a certain doctor's office. Then you tell them the fastest route and they don't go the way you tell them. That was the only time I was late, only once.

0108: Thank you for providing this service for the people in need.

0117: It has enabled me to obtain mental therapy. What a wonderful service for me and others like me. Please accept my gratitude.

0121: Only that if medical transportation was not available I would not be as well taken care of as I have a hard time using the tri-met because of my condition. Thank you for all your help.

0129: Wondering why anyone would deny me the right to keep my small child in a car seat? Is a saving a little money important enough to put a child's life at risk? The bus is not a safe form of transportation for a hyper two year old.

0132: Sometimes they'd be on time and sometimes late, or you'd have to wait for 45 minutes to 1-2 hours for a ride home. Sometimes you wouldn't have to wait very long. A few times they'd take me to another address instead of your own address.

0136: Thank you for this service. It has been a great help to me.

0145: They understand that she can't have anyone else in the car.

0147: They always get me there on time but usually too early. It takes me 2 – 2 ½ hrs for a ½ hr appointment. I can't always be up that long.

0153: They were very helpful to me. I had both hips operated on and my one knee twice. They were helpful and very understanding. They helped in the cars or vans. They helped me to the doctor's office when I needed to go. I don't know what I would have done without their help.

0157: Please help us to get to an appointment on time. I do not like riding around so much, so the meter charges more money to the driver. I hate going around and wasting time that could cost me half the time and take my medicine on time. I had many complaints; those people make me feel stupid and worthless.

0170: It's all right for the most part, but they need to make sure they get you to appointments in time and not late.

0172: It's great and very helpful.

0174: I want to thank you all very much for your time and consideration in getting me to my medical appointments when I had no other way to get there.

0177: Yes, I would like to thank you people at the medical transportation. People like me are so lucky we have you. I only use it only if it's an emergency. I go by bus to me doctors appointments if I am up to it. I know other people use it for every appointment. I see them walking to the store every day, but they can't walk to the bus stop for their doctors appointments. This is wrong to me. One other thing the other night I had to go to hood dam hospital here in Portland two times that night. The doctor put my feeding tube in and when I got home it came out, so I had to go back by this time. It was late after midnight so I paid myself for the transportation. They told me they had to make co-pays for picking me up and taking me home, so I paid it myself only \$5.00 because it was late. Other than that you have been very good to me. Thank you.

0185: It's my only means of going anywhere. I would be lost without it. I have no family here and no one to take me anywhere. It's a godsend. Thank you very much.

0212: The drivers are very respectful.

0226: I think the program is great. If not for it, I'd never be able to make all my medical appointments. It helps in more way than medical, like job search and all other kinds of transportation. Thank God for the **M.A.** programs.

0232: I think it's great to get bus passes each and every month. Thank you.

0238: The service is very good. It helps me in many ways, getting to my appointments. For this, I am very grateful. Thank you!

0248: I am in a drug program and I'm so grateful and thankful for you people helping me with a bus pass. If it wasn't for that, I don't know how I would have gotten back and forth. I haven't missed a day. I go three times a week so I would like to say thank you very much. I have like **4** months to go and I will graduate in June 2001. So thank you all. I can't tell you people how grateful I am. God bless all.

0264: Please be sure your phone number can easily be found, especially for low income residents and mental health patients. Perhaps somewhere in the phone book.

0265: Since 1994, I have secured bus transportation through the medical transportation program a number of times and have been more than grateful for their help. Thank you.

0267: These questions suggest that a car picked me up which is not true. I only have used bus tickets for the tri-met sent to me upon request. The problem that occurred several times was a reluctance to actually put those bus tickets into the mail. One time the tickets, which should have arrived in the mail in plenty of time for my appointment, actually were in my mail the day **after** the appointment. Yes, there was a particular operator who caused the problem (no name known to me).

0268: I have appreciated the rides, thank you so much.

0285: I have a problem with my return ride. I never know how long my appointments will take. The transportation usually gets here early. They say, call as soon as I get through. Sometimes it is 1 hour before they pick me up.

0288: Very helpful program for disabled people.

0295: The wait is too long after appointments. I am indeed grateful for this program.

0302: I think it is a good program.

0303: The return trip needs to be more on schedule—have waited on the average one-plus hour for the return ride. It is a great program! Thanks.

0316: I rated only on the cab rides. Let's face it, the bus isn't always reliable, but I want to thank you for providing this service. It's something rare to find an agency that will go out of its way to help someone and I am very grateful to you for being there when I had no where else to go. That is why, now that I have a car, I return the service for others.

0550: Your drivers need an attitude adjustment. I asked a driver a question the other day, and she gave me a shoulder shrug. I asked her again, and again she came off with an attitude. I gave up—never did get the answer to my question.

0556: I am very grateful for the help I receive. I would not be able to reach my clinic w/out great problems each week 4 to 5 times a week. I want to thank the program. I feel it is a really good program and should be kept. A lot of state and government money is spent unwisely each year on unneeded programs, but this is not one of them. I believe this program and the sections 8 h.a.p. are two of the best. Thanks again.

0558: Please do not discontinue this wonderful program.

0593: Transported by driver with serious cold or flu symptoms.

0607: The medical transportation program is fine. It fits our needs, no other improvement I can add. Thank you.

0616: There are many times I have taken medical transportation and I could say they're very useful for and my child and I thank them so much.

0634: Only that it has made life much easier to get to the program (codh) to get my meds. I would ask that I would request to have an all zone bus pass to help my needs please. D

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0639: As administrator of the home where I live at, I have needed to call medical transportation numerous times this past year and have always received courteous, prompt service.

0641: Sometimes a van is sent and I cannot get in. I am 80 and disabilities make it impossible for me to step up high enough to get in. Can drivers should have a sturdy stool to step on. I will be using wheel chair transportation for appointments coming up. Thank you.

0651: After doctor visits or hospital trips I feel poorly and am usually tired. Waiting an hour or longer for the return driver to pick me up is very unsettling.

0669: I have spoken with Tonia. She has gone out of her way to help me with my transportation needs. Recently I was discharged from OHSU after a 2 week stay and needed taxi service daily and she set everything up for me even calling me at OHSU to make sure I was Okay. I would like to thank her. Thank you for all the help. 9

0686: Some of the drivers are not nice. They have attitudes when you get in their cars.

0705: Keep up the great work.

0740: I appreciate it very much.

0753: About Q7 cleanliness. Nick's transportation was dirty to the point of health hazard with dirty napkins, Kleenex, and bloody cotton ball. I did complain a number of times since I kept getting them. When I asked not to have a ride with them, they told me that then I wouldn't be guaranteed a ride. Thankfully, since the worst time, I haven't had to ride them. The radio cab I've gotten lately has been very clean!

0766: I think you guys should provide transportation to eic appointments.

0784: Our home is difficult to find, but medical transportation never gives this information to drivers, resulting in delays.

0798: I think it's great, being I don't drive and can't walk to a bus stop. I am very pleased with the program. Thank you!

0802: I feel, overall, the program is working well for my needs. Keep up the good work. There are always one or two bad apples and everyone has an off day, but you are doing good things here. Keep it up. God bless.

0803: It was helpful to me.

0811: I use the bus pass and they always send it on time and it helps me get rehab. I like the program.

0818: I've never been a recipient of personal transportation, only a monthly bus pass.

0833: I have mental problems but have always been treated well. They have never been rude. I do not drive, have no family. I need lots of help. The service is just great.

0838: 1) I don't think the drivers should share their personal problems with clients. 2) They shouldn't run other errands while transporting clients. 3) They need to be more professional and less talkative.

0841: They goofed up quite some time ago and it did not send my pass. Then offered to mail passes to a local food stamp place and again they never arrived there either! So after 3 months of going back and forth with them, they finally agreed to mail it back to my PO box and in the beginning I reported not getting my pass but they said they sent it. In the end I was the one that paid for their failure to get my pass yet would never admit it. Now they say if I ever fail to get my pass anytime in the future they will have to stop my free pass even though it was never my mistake to begin with and that is 100% totally screwed and unfair because 3 times they failed and didn't do their jobs yet they expect me to pay. Bull crap, I'll fight to the end to get my pass I deserve.

0844: When they say that they sent out the bus pass, do it. I've called more than a couple of times and at first they said it would be sent the next working day. Then you call them back a few days later and they say, "Oh, we haven't sent it out yet."

0854: Getting into a van was very hard with the condition of my knee. When I went to OHSU for knee surgery, I felt I should have had help getting in the hospital. I had crutches and two pieces of luggage.

0860: Better payment for drivers in volunteer drivers program. A higher amount for mileage as incentive. Keeping good drivers is always a problem. Better screening (ongoing) on driver's past and present driver record. Constant re-evaluation of drivers, personal issues, health, and eyes.

0915: Illegible comments

0930: Thank you for concerning about my needs for the medical transportation program.

0940: There is not very good coverage in the Tualatin area. My daughter was kept waiting for 2 ½ hours after an appointment that she had went to by herself.

0951: 1) Supervisor gave the same story repeatedly when my kids where not picked up on time. 2) Not enough cabs to meet needs. 3) They are LAST resort for transportation. 4) Since I had a car, I should be transporting.

0956: All the drivers I have had have always been nice.

0969: a) I called for an appt. And the message said stay on some one will be with you. This was early in a.m. I tried numerous times only to learn the office wasn't open. I spoke with the manager and suggested the message should be changed to include hours they were open. It took weeks for this to occur. B) Once my granddaughter (age 9) who uses the service was left off in front of a building which also houses drug and alcohol rehab. C) Another time, my granddaughter had to sit in the front seat, which I never allow. Children should always be in the back seat. The reason she was in front was because the driver's wife and kids were in the back seat.

0978: Sometimes they let the kids out then leave before the kids have entered the house.

0999: Keep an air-freshener just in case of problem.

1004: My _ and rehab. Are only 10 minutes away. Medical trans. Insists on me being picked up and hour early. This caused a long wait in the sitting room. This is very uncomfortable for me. Luv ya!!

1009: As a person with a chronic illness, I am and would like you to know how appreciative I am to have this service available to ones who would have difficulty getting transportation and a safe ride to their doctors' appointments. Several times last year, I had to be transported by wheel chair and received professional, caring treatment by drivers from pacific cab, metro west (-~~Stapleman~~). Your transportation program, especially the drivers from pacific cab, have helped me feel some independence from my disability, they are so helpfl to ease my pain from just riding in a car, especially to Portland. Medical transportation customer service (I as been very professional when I have had a problem with my ride—she handled it. ,lie have been polite and accommodating over the telephone to schedule my doctor's appointment. I contribute this much needed program, especially for disabled people, to the professional direction of _ is and her team efforts with co-workers, supervisors, _ in helping people in such a positive way. Thank you!

1012: Arrival time unreliable. Sometimes doesn't show up at all.

1036: Most of the cabs are clean. Most drivers are neat and clean. Waiting for a return trip is terrible—1 to 1 ½ hours some times.

1039: I appreciate the help

1041: Need to be able to id drivers better on tags worn. Need to be on time more often.

1044: All the drivers, except one, have been ... (illegible). One driver was exceptionally nice and thoughtful. He was from Czech republic. On driver really stunk. He was dirty, the car was dirty, and he ate the entire time and smoked.

1054: I feel very lucky to have such a program. I don't know how I would make my appointments any other way.

1058: No always the same driver. They are very helpful—help me to and from taxi. Deliver papers to the right person. I have told drivers I am very pleased. At age 90 I sometimes need help with a walker or cane. Thank you.

1073: Most of the problems are with Broadway cab. The other companies do a good job.

1090: Generally good to fair. Problem being picked up on time. One time, date of pick up was wrongly noted by arranger. Dispatching needs to be corrected. Some drivers take a very disinterested attitude. I have an extremely bad back condition and some drivers do not help in opening the car door or seem to care. Pickups from appointments satisfactory as far as time exception. One to two times I have had to call back one to two times.

1095: Overall, they are good and very helpful.

1099: The program does not have enough high top vans for my wheelchair. I stopped using med. trans. because they could not get me to my medical appointments. Not only were they (my appointments) late, I missed most of them altogether. My caregivers gave up on this program and started using Tri-met life for all my medical appointments Thank you for giving me the opportunity to vent.

1104: They are always late to be picked up from 2 to 4 hours

1113: I've spoken to supervisors and received letters saying how sorry they are. The office has never been at fault.

1115: When I first used medical transportation, it was fine, but later it started coming and hour early. Who wants to hang around the hospital that long? I don't. Then you had to wait 2 ½ hours for them to pick you up.

1116: I am very happy with the service I receive'. Thank you.

1121: The ride service rehshed to help me off the stairs.

1130: We prefer drivers that help escort. We definitely do not prefer cab drivers because they do not escort and will leave the senior handicapped person in the streets.

1134: I hope that it continues to remain as effective as it is.

1145: I used to use Mick's transportation. They were always on time. Why did you cut them out?

1146: I wish they would be on time. Usually the drivers are courteous.

1156: I got a raise in my Social Security checks and they told me I am off the medical transportation. I sure have a problem getting to the doctor's as I had a stroke and both knees replaced and it's hard to walk and stand waiting for the bus.

1164: Generally satisfied—occasionally have to wait for transportation coming back to the facility.

1165: Thank you.

1168: I called for bus tickets but never received them. I bought the tickets myself

1169: Rides home take from **45** minutes to 2 hours to wait.

1173: My son still needs to be left on your program.

1174: Just some of the transportation could use some work, most are nice. On the other hand, some are really nice.

1175: The only problems we had were with Sassi cab co. They were almost always late picking me up in the afternoon. One day they never did pick me up in the morning. We called three times that morning and they said each time they would be there in 15 minutes. Never did show up. We requested they not be used again. After they quit coming we had no more problems.

1187: I would like to compliment you on hiring such polite drivers. I have been very fortunate except for the one time. I would say give them a raise even if it isn't anymore than a quarter as they can use it just like all of us can.

1195: I have received several rides and the people are so nice and always on time. Thank you.

1197: Call returns sometimes take very long time, more than an hour.

1198: Don't like having to tell the driver over and over where to stop at my apartment. They don't listen to me.

1203: I have a standing order to be at a place at 11:00 am. And very seldom get there on time. Have gotten there an hour to an hour and half late. For a doctors appointmentpick up time, of appointment always late.

1214: Concerns about qualifications or some drivers. Seem to have little or no training in interacting with clients as humans. Have observed (illegible)/inexperience.

1227: Thank you for the program.

1229: They were absolutely essential in my son being able to receive the psychiatric care he needed. Without secure transportation we would be dead by now. I can't praise the medical transportation team highly enough, from the operator and senior and disabled to the drivers. They treated my son respectfully and yet let him know that they wanted him to be safe and would not allow him to hurt himself or to ~~run~~ away.

1239: Rides are late, makes residents miss appointments. Most of the time knowing we need an oversized w/c van, we get a small van again residents miss appointments. However, most of your drivers are really nice.

1242: I'm very thankful for the medical transportation.

1250: Thank you so much for having the Medical Transportation Program. I'm so grateful for my rides to and from appointments. Thanks again!

1254: The transportation people always treat me well.

1267: I don't know what I would do without your service. Thank you. Wait on telephone is rather long sometimes.

1270: Some drivers need to dress more appropriately, ripped jeans, no id tags are consistently seen on drivers,

1278: Keep it going

1279: Hope you keep the program running. I like it a lot.

1287: The changes coming in March 2001 suck.

1293: I think it's wonderful.

1295: When I get a local co. Things usually go ok. But when I get a Broadway or radio cab things do not go well at all. No seat belts, dirty cabs, messy drivers, no assistance, late or don't show up, asking me for directions on how to get to destination, drivers rude at times. One time, I smelled alcohol. A few times, driver eats while driving.

1300: The only time I can really get service is with senior a la cart. Sometimes I have an appointment I call a day before and the medical transportation says they have no rides, or they give me a taxi who cannot return for me. In which I have to walk to max and I am not supposed to walk that far. I would prefer using senior a la cart. Thank you.

1302: I'm afraid to get into the taxi at times because of appearance of driver. Are they screened for criminal background? I only call medical transportation as a last resort when I am unable to find a volunteer that can lift my wheelchair.

1309: I wish when I call and tell them about my appointments they would not jump ahead. I am not that smart and quick at answering their questions.

1319: The service has always been extra good. The drivers are helpful.

1327: I have a large walker with back brace when I sit. Most of the trunks are full of other things and have to put it in the back seat. It makes my caretaker sitting cramped-up. They never refuse it and make space for it. Over all this is a wonderful service and I enjoy every driver.

1330: For me, just give a little information so I don't have panic attacks. Thanks.

1333: Keep up the good job and you will get no complaints from me.

1339: We experienced problems with some drivers that do not speak much English. They neither know the city or how to get to...(illegible). Other drivers say they are forced to keep a tight schedule and cannot be on time to take me home. One particular company has no good English-

speaking drivers. Many drivers have not driven more than a few months for any cab company. The (illegible) of cabs that we call to return are very difficult to deal with. Come cabs are constantly on (radio?)—com. With dispatcher, which is distracting them to do safe driving.

1341: I was denied transportation and they didn't pick me up on time which was irritating.

1343: Yes, I would like to thank the medical transportation for being so nice to me. They are really great!

1345: I have always been treated with a smile.

1349: The problem is the medical transportation office does not open early enough for dialysis patients who need to be at dialysis at 6am and ride is late. I often have to wait for the office to open to check to see why ride is late. Occasionally, mtp overlooks my scheduled appt. Time and neglects to send or schedule a pick up time for a cab. The cab co. cannot pick me up without prior authorization. My pickup time is 5:30 am. Mtp does not open until 6 am. I need to be at dialysis at 6 am sharp. If no ride is scheduled ahead of time, I have to wait until 6 am.

1353: That they are very helpful people and they do a good job.

1367: I appreciate this service. In my case, I don't know what I would do without these wonderful people. Thank you so much.

-1373: I get a bus pass but when I call in, it's always excellent for getting my bus pass sent to me.

1376: Yes, there's a fat lady that's picked me up a couple times and she intentionally drives the wrong way to get more mileage.

1380: Many times I wouldn't be able to go to the doctor.

1403: Drivers need to park in the parking lot next to providence day treatment. There is a maple tree where they drop patients off, the roots are top ground, and a person could fall.

1408: Since it doesn't cost me I feel I can't complain because ~~next~~ time I'm treated much worse. ~~I'm~~sorry I'm so ill I must rely heavily on you but I'm also poor. Some of the drivers are upset because I don't pay cash or tip. When I call med. Trans. I am usually treated extremely rude. I hate to call. I am a non-wt. bearing person and have waited 2 ½ hours for a return. My daughter has waited up to 4 hours. I had to call her own cab. It cost us \$34.00. It sure cut down on our food budget. I have been driven to some appointments at 85 mph. There are better cab companies than others you send but lately they've been poor also

1417: Please don't send a (taxi?- illegible).

1418: I live in a building (appt.) Of many people who use med. Trans. They have many problems with their trans. Being on time (45 min. Late). Some are denied who should have it. Come to (illegible) apartments and take a survey. It's sad what these people go through who really need to the trans. in the worst way.

He says your services are great, but very depressing because you get up and get ready (to be on time) and then one waits and waits often in the cold.

1419: The receptionist does not always get the info I give right..Sometimes 2 vehicles come at the same time to pick me up.

1430: The only thing I can say is that since I've started using medical cab I've received excellent transportation from your drivers, as well as being helpful. So no complaints from me to all! Thanks for your time.

1432: The line is always busy and I have to stay on the phone more than 10 minutes. The people who make appointments for m.t. are nice and helpful but they can never be on time so I had to cancel some doctor's appointments.

1438: Please, by phone you can call me at 777 777 7777. My name is M

1443: I did not have a denial with,medical transportation program ever before June 1, 2000.

1446: On one incident, the driver that took us to the appointment, when we called for a return ride, refused to come back and get us, so I had to call medical transportation and them send someone else to pick us up.

1449: The women drivers are more concerned than men!

1461: It's a lifesaver. You couldn't get a better bunch to the run the one grant's pass.

1490: I like my driver the best who takes me home.

1493: Very polite congenial drivers.

1496: Sometimes a regular vehicle shows up instead of a wheelchair van. Have experience some very rude drivers (more than once). Have been tipped over twice by the driver taking the corner too fast. Have had to cancel a medical appointment because they show up too late (or do not show up at all). I have been stranded several times and someone eventually has picked me up after dark.

1497: The drivers are courteous. I feel they go out of their way to be helpful. I'm recovering from a broken pelvis.

1498: Please, keep this program able to save a life because there are lots of others out there that need your help. I might have to use you again myself. Good luck and keep it working for others. Thank you.

1501: Program is good. Mostly vehicle company schedule time = late pickups, both going away and coming home.

1504: It's O.K., and please don't put me on anymore surveys. I had being questioned. Please take me off your list.

1507: Driver's, on pick up after appointment, take ¾ to 1 hour to pick up and do not tell you this when you call.

1511: (Easy?) Cab is not worth a damn.

1513: I think it's great.

1514: Always take time so one can move about.

1520: 1) I have been left at the Dr's office by metro west every time and appt. was made. They have left/forgotten me 1–4 hours after a call was made to come back and return me home. Dr's and nurses had to take me home in their own vehicles. 2) Pacific cab has always been reliable and punctual.

1523: I have asthma and sore throat and earaches due to my stomach problems. Drivers smoking in the vans make me totally miserable. Riding in a wheelchair in the center of a van going 60 – 70 mph is like riding in a bowl of Jell-O. I hurt constantly and being thrown all around a van hurts.

1527: I believe that some of the drivers could use a nicer way of saying things. I feel like people need to (say) things in a manner that people feel they are being told to do something. I believe we may invalidate without even knowing we are doing it. Thank you.

1538: They sometimes pick me up too early and I end up waiting ½ hour to 45 minutes before I'm seen by my doctor. Picking me up to go home has taken 1 – 2 hours and I've had to call and remind them. But that's ok 'cause I know I will get home safely. Thanks for your help. I don't know what I'd do without you people.

1539: Makes you wait too long after your appointment to pick you up

1541: Some drivers (very few) talk with friends on cell phone, sometimes the entire length of the trip. Their driving worries me quite a bit when they do this.

1554: Please don't have air fresheners in the car and have Medical Transportation printed on both sides of the car. One time I had to stay over night at Providence in (illegible). When the driver picked me up, the meter read almost \$8.00 before I got in the taxi. He did not have to wait for me.(illegible) after an ear procedure, the driver left before they had been disconnected from the machines. I had to wait 3 hours for someone else to come so I had to lie on the floor at the entrance as even the Dr. had gone home.

1559: I think the thing that bothers me most are the drivers. They sometimes look like a person you don't want to meet in a dark alley—some are not clean and don't get out to help with my walker. Then there have been some that are nice. Sometimes I wait 2 hours to go home.

1561: I would like the program to be more efficient.

1571: 1) Phone demeanor non-friendly. Good telephone manners should be a must. 2) Feel that having to give reason I am seeing the doctor is very intrusive (patient confidentiality should be in effect).

1581: It is nice to know that this service is available for me when I need it.

1592: I am very grateful for the transportation. Thank you.

1597: I am unsure how to answer this. I need the service a lot, but I also have worked with older people and know you need some training. Some of them are very afraid or unwilling to drive in close enough. Women are better. They are on the telephone a lot (illegible) is scary. Also, the wait for return rides is a long time waiting. Sorry about the writing.

1603: Sometimes the clinic will close and my ride has not come yet and I'm sick and must wait outside. Also, sometimes I need an appointment in less than **24** hours and can't get a ride.

1613: It's a godsend for us individuals who can't ride the bus to have curb service pick us up. Most times the driver comes to the door to get us and help us get seated and buckled in. There are a couple of companies that should have their licenses revoked for constant tardiness and rudeness to us. Overall, the program is excellent.

1627: I am answering for my wife who has arthritis and has a hard time holding a pen. I accompany them to and from at all times when medical transportation is required. The experience from the 1st phone call into the office until she is re-delivered to our home is excellent!

1629: Do like the medical cars that come to get me to go to the doctor's.

1635: Problem- ride home have waited 1 hour – 45 minutes.

1651: One time the driver did not come and I had to get a ride from my brother and I was late so I could not see the doctor. One time is not too bad. Thank you for all of your help.

1672: I only had one bad experience and it wasn't medical transportations' fault. I got a driver who drove too fast and it scared me.

1683: Why can't I be picked up for a medical..(illegible)? But any follow up appointments to the same place are covered.

1696: Drivers are inflexible about my needs due to my disability.

1702: Broadway cab made me miss **3** to **4** appointments. Either they were late or they didn't show. I asked medical transportation not to assign me to Broadway Cab because they made me miss too many appointments and sometimes I am told that they are the only one available.

1705: I think the drivers should be commended for how well they transport children. My son is shy but has never felt uncomfortable with the drivers.

1730: Most of the time we have to wait at least 1 hour for a ride home, **up to 2** hours and **45** minutes.

1737: I've only needed it **4** times since June for bus tickets. When my pass wasn't mailed on time 3 times for....(illegible) I got a ride one of these **3** times.

1743: I appreciate the program very much! I wouldn't be able to go to the doctor's otherwise. The main problem I had was calling the taxi after my appointments and had to wait for an hour and a half sometimes before they'd come and pick me up.

1746: I will never ride with Mick's Transportation again! Others like Ardvark and Broadway transportation are clean courteous and on time for the most part. Mick's transportation of Portland hardly has been on time for any of my appointments.

1750: I do not like to wait so long after doctor's appointments for the ride back.

1760: I really like the service you have provided to me. Thank you so much

1764: I do appreciate your help.

1765: You need to have people check to see who you are hiring as drivers and that they are able to make good impressions to their clients and their families.

1773: The medical transportation program is great for people like me. At times, my bad hip doesn't allow me to catch buses. Stepping up is terrible but the drivers I've had in the past are very courteous and good conversationalists.

1774: I would like some day service.

1777: Without this program, I would not be able to get to my medical appointments. I use them and they are very good at what they do.

1792: More bus benches not shelters.

1806: Independent people (public) like or depend on Tri-met system to persona! meetings.

1839: One operator denied transportation- got a letter from dr. Vetter (podiatrist) that I was able to ride public transit, but I was not. My left foot is broken and my toes have severe nerve damage. I did overmede her by getting permission from a nurse at the medical clinic, but it was a struggle to get an operator to cooperate even at that.

1842: I've only had one problem, and that is the rides are way too early. I'm generally 30 – 40 minutes early to my appointments. On occasion only, by ten minutes until my appointment time, my ride still hadn't arrived, but it did shortly after and drove like a maniac to get me there on time (and did!). Aside from above, I've had no problems with the drivers or the program itself. I don't have problems with pre-scheduled medical transportation, but I do with emergency medical transportation, sometimes having to wait for hours for a pickup. I guess that's the taxi's fault. But when I need approval for transportation, they're reluctant to give it, and make me wait.

1847: Yes, if the drivers were on time to pick me up from and after my appointment I wouldn't have to call. Some of the drivers drive too fast... (illegible). God bless you and keep you.

1861: It is a wonderful Godsend to my 95 year old wheelchair bound Mother for her doctor and eye clinic appointments. Thank you.

1864: It would be very helpful if the drivers spoke English and could read maps properly.

1868: When they sent out the taxi, we couldn't depend on them getting here on time or picking up to bring Ben home on time. I believe it was Broadway cab, inc. (Bennie Moore passed away Dec. 30, I am his wife)

1876: I would prefer a bus pass instead of tickets.

1891: I have ridden with a drug driver. I have had to have the state caseworker call for me. I have talked to several others who have had problems but are afraid to say anything. We need this service very much and appreciate having it, but it needs improvement. The employers use phony phone names and if you tell a supervisor a name she can say no one by that name works here. I also have asked for a supervisor to call me and they do not. Both our state nurse and our caseworker are aware of these problems. Waiting time is too long. Have waited as long as 4 hours to get home. Most rides take 1 to 1 ½ hours. They are the rudest bunch I have ever worked with.

1893: Well, as far as I look at it, I think that the Medical Transportation Program is a very good thing for people like me and others that need this program and I hope to use the program sometime soon. For others, I hope that this program can help them also in the future. Thanks.

1900: I am very grateful that the program is here for my use and others like myself. Thank you.

1909: Don't mind waiting a half and hour for a return ride, but have had to wait as long as 3 hours for a return ride which is very unfair to the resident to have to sit in a wheelchair that long.

1910: It works!

1914: I think it is a wonderful service. I wish to thank all of the people in the Medical Transportation Program. They all must be good citizens. I know I am thankful.

1915: The last time I requested transportation, I was told I would have to get my physician's authorization (told to have physician's tax info immediately). The woman was unfriendly and curt and I was disturbed by her attitude. My aging and disabled services case financial worker, who I reported this to, followed up on it.

1917: I keep getting Broadway Cab sent to me. The rest is illegible.

1918: Only one time the taxi came. I missed 2 doctor's appointments because the taxi never came or contacted me. I really can't judge this because they showed up once
explain better

1919: It should also be available for use in picking up durable medical equipment, having wheelchairs, etc, repaired and for taking service pets to their veterinarian appointments.

1924: Thank you for the program.

1935: It's very good, no problems.

1937: Thank you for the medical transportation.

1940: Those who are setting the appointments of the medical trans. Program are not cooperative with their clients.

1977: It is a definite necessity service that should be made well funded and more upgraded by the Gov. and the medical field! A service much needed, especially with a growing number of elderly and senior citizens.

1998: All of my needs on medical transportation are well provided.

Q16. Open-ended responses file 2

0113: I have 4 girls with genetic rickets and once a month they need to be seen at Dornbecker's Hospital. Our appointments are all at the same scheduled time and medical transportation almost never gives me proper transportation (a van that seats 6 persons). I would appreciate it if you hired more companies with vans. I'm tired of having to explain to SCF (services to children and families) that I had to reschedule their appointments due to your foul ups!!!!

0116: Sometimes the drivers smell really bad, especially foreign drivers.

0133: Thank you for being there.

0173: The medical transportation was helpful to get me to my appointment. I had no problems. Wish there were more drivers for the services. Thank you. P.S. I enjoy the conversations, especially when they ask where Turner, Oregon is.

0175: Just that sometimes the dispatchers get days and times mixed up when you go to the same places at different times.

0176: I asked for a monthly pass which they always send and they only sent me ½ a book (14 tickets) I'm not sure why.

0183: I don't like the medical transportation supervisor.

0184: The providers need to adhere to time tables, so I will not be late for my appointments. They expect us to be ready 10-15 minutes before and after agreed time but at times they show up 30-45 minutes late—only to say no qualified drivers. Why not accept responsibility? Thank you.

0191: Thank you for your help.

0210: It's great to have the medical transportation program, it helps a lot.

0253: Keep up the good work.

0300: I'm sure it is a big help for many people who without transportation they couldn't get medical treatment.

0315: I really appreciate having the ride to and from my doctor's. Thanks!

0352: The medical transportation here in central Oregon is the best. Keep up the good work

0368: I may need personal transportation due to health and medical problems in the future.

0371: It's helped me a lot.

0378: It has been a big help for me. I use a provided bus pass and without it I would not be able to get to my appointments every day.

0389: Phone receptionists can be rather sarcastic at times, sometimes downright rude.

0414: Just keep smiling.

0447: Thank you for the help.

0481: I really appreciate having this service, it helps me out tremendously.

0482: I had a hip replacement and the doctor said I needed a reclining wheelchair. I am also large so I needed a wide one. Each time I requested one they promised there would be no problem. I took three rides from this program. The driver never once brought this type of wheelchair. 1) On the ride home after my hospitalization, we borrowed one from Emannel Hospital. 2) First doctor visit had to squeeze in non-reclining—very painful. 3) Second doctor visit, wheelchair van had no chair. I had to sit in rear seat. I was lifted by the rear chair lift then had to crawl over the rear seat! Very painful and dangerous.

0483: The medical transportation program is a wonderful program, All the employees I have met have a very nice personality and very courteous.

0486: Thank you for its existence. It is a Godsend. Thank you once again. Without it I would have to walk long distances, bum change for transportation, or miss appointments that I very much need.

0525: To the best of my knowledge, the program is working very well.

0577: I believe the medical transportation program to be a good one and hope they keep up the good communication level and understanding that the have been. Thanks.

0591: Keep up the good work.

0595: I would like my passes mailed to my house instead of having to go downtown to the central AFS office to pick them up.

0611: They are very poor in picking you up after your appointment.

0709: Taxi driver did not speak clear enough to hear and understand. I need more information on using the transportation for non-emergency situations.

0715: Many intakers are rude and have an “I don’t care” attitude. They are continuously late, don’t come at all and don’t care.

0721: Sometimes people really do lose things and they shouldn’t have to go out of their way for the medical transportation. (re: bus pass)

0731: I’m not sure how to answer these questions. I get an all-zone monthly pass. I take the bus and tri-met max train. I always get my pass without any problems.

0755: A couple of times nobody showed up. I would call and whomever they got to pick me up was rude. It seems to me just in my apartment complex several cars come in for 1 client. When the ride could have been shared. P.S. I don’t know what I would have done without you.

0765: I needed 24 bus tickets for the month of February 6 for my dual diagnosis and women's group and I had an eye doctor's appointment. I had an appointment at Mt Hood mental health, I had Dr. appt. Feb 2nd, a therapist appt. on Feb 9th, another Dr's appt because of ear infection, I only got 20 bus tickets in the mail. I missed 2 doctor's appointments, I missed dual diagnosis one time, and women's group one time. For us people who need NA/AA meetings, need bus tickets to stay clean and sober. Can you do something about that issue please?

0805: All my experiences with it are through Tri-met bus and Max passes only.

0843: It works. Don't let it ever end! Thanks.

0846: I am waiting for my rides to go to my appointments. I have to call about two hours before my appointments. They did not come, I had to take a bus and I was late for my appointments.

0960: The drivers' drive very fast in cars. Never on time to pick up or always in a hurry! Very impolite. Not enough drivers. I feel the dispatcher for cars is very, very pushy and rude. It's so fast pace. When I call for a ride I'm put on hold for 10-15 minutes. They get me to my appointments 45 minutes to an hour before my appointments. I wait at least 1-½ hours to be picked up. It's not comfortable, especially after a treatment and can be very uncomfortable.

0988: Taxi drivers are always late and very rude!

0990: The kids look for their transporter to come for them. They want to thank you for being so kind.

1015: This program sucks! I guess you get what you pay for. They never picked me up once and 4 hours late another time and I was always late for my appointments. They refused to see me a few times at the clinic because I was so late.

1052: Overall, it's pretty good. It helps to have a book to read while waiting after the appointment to be picked up.

1110: The medical transportation does not pick me up on time after appointments. I have to wait half an hour to 45 minutes. They do not come in and announce your name, but sit in their cab while you're waiting inside.

1144: Transportation is rarely on time. Residents are often delivered to the wrong place. Often, residents are left at apartments.

1154: I like the program and I will continue to use it.

1170: A ride had been scheduled in advance. No cab came when I called (illegible) why they said the fax was declined by the cab co. and they hadn't bothered to schedule another cab. Often we have waited 2-3 hours for a return ride from appointments.

1202: I was told by the driver that he could not wait for me. He was a little early. I hadn't gotten my release papers yet. I had another couple, maybe 3 hours, to wait at the hospital before I could go home. The driver said he had to pick up another client. He was rushed. I'm respectful of that fact that there is some personal (private) help.

1219: In most cases there are relatively long waits, (i.e., 30 to 60 minutes). Drivers should be authorized and required to find out how long patients are going to be at the doctor's/hospital and wait if appointment is 40 minutes or less! Will save money and time for all concerned.

1226: Great!

1231: Just that you need to keep a closer eye on the driver that takes people home, out of town. On a long drive there should be another person with them, if a woman, then another woman; if a man, then another a man.

1234: They have my need for a large van in database yet occasionally send a small van. They schedule rides then the vendor company calls at last minute to cancel the ride. MTP personnel are sometimes rude, usually bureaucratic and occasionally insulting or have obscene behavior. They act as if they are doing me a big favor. I have switched to the LIFT program and I have been very satisfied.

1243: I hope they will arrive in time and if they can't, call us and let me know so I can change the appointment.

1284: Some of your people are rude when speaking to you.

1317: I think it is a worthwhile program. Thank you for the assistance.

1326: I use it anytime.

1374: Nobel care drivers are very good, both directions. Cab companies are good getting to appointments but pick up afterwards it has taken them up to 2 hours, once close to 3. One company transferred pickup to another company **after** taking our call. Took forever to get home.

1394: When I am done with my doctor, I call medical transportation to be taken back home. I often have to call back 2 to 3 times plus have to wait for an hour and a half to 2 hours to be taken home. This has happened on more than 3 separate appointments, especially when you don't feel well to begin with.

1406: ~~I'm~~(illegible) for Trimet service, I take #33 and 31 Estacada and via Arlington busses.

1429: Sometimes they took the wrong way.

1450: It is a blessing to my son and I cannot drive and we would not have any other way.

1469: Medical transportation usually takes over 45 minutes to pick me up when they said they will take 15 minutes.

1524: I've always had good luck with the medical transportation.

1533: Works great for us!

1557: ~~Try~~ to pick them up on time

1558: It means a lot to me to be able to have a free ride to my appointments and be treated with respect. Thank you.

1563: It's very satisfactory.

1596: I had to cancel or reschedule several appointments. Now I take cabs at my own expense.

1626: There is a lack of training/instruction re: the drivers and their responsibilities. I carry a cane and oxygen and am overweight. Some help with getting in and out of the cab would be appreciated. I greatly appreciate the service.

1632: They are very nice when they pick me up.

1634: I have had some real problems with the people who take the calls for getting your bus pass sent. I had to call 4 times to get my pass sent.

1638: Better service for being picked up to go home.

1678: I just enjoy your courteous service.

1679: Sometimes they say my husband called and cancelled the ride and it's a lie. For he cannot take me in to Dialysis at any time and I called K-B and they said they did not have me on any sheets for a pick up. Someone wanted to cover their butt or something for my husband never calls for me and he did not call the cancel last Wednesday (2/28/01).

1681: At times I wish I had the car transport instead of a bus pass. So I hope I will be able to call a transport car one day for my rides instead of a bus pass. Thank you for the help you give to those who need help. .

1700: It's very stressful to have a long wait after medical appointments.

1710: I don't like to be dropped off and then have to sit for several hours before getting picked **up** again. Can't something be done differently?

1720: It's very good and I do appreciate it. It's the only thing I have because my friends all **work**.

1745: It's excellent.

1768: I never have to use it often, but it's nice to know I can. Had to take a taxi home from the hospital one time.

1798: There is only one that I would never ride with again. That is one of the cab companies. Their cab was so dirty..(illegible).

1800: Keep **up** the good work! I count on you.

1812: Sometimes they are an hour late.

1841: They have always been good to me. May God bless and keep you all.